



Richview Community Care Services Corporation CONSUMER BILL OF RIGHTS AND RESPONSIBILITIES

A individual using programs & services has the *right* to:

- receive quality services
- an individual assessment of needs related to services
- discuss preferences and service choices with staff
- refuse any service that is not wanted, even if this refusal goes against the recommendations of staff
- appoint an advocate, family member or friend to assist in making decisions related to support services
- request a change in services
- appeal a decision regarding any aspect of care provided
- confidential collection and storage of personal information
- be treated with dignity and respect by all program staff

A individual using programs & services has the *responsibility* to:

- agree to allow the Care Manager or designate to conduct an in-home assessment of service needs
- accurately present personal strengths and limitations
- make preferences and choices known to staff
- discuss any complaints or difficulties related to services or staff with the Care Manager
- inform staff of changes in personal health status or social situation that may impact on services provided
- inform Personal Support Worker of changes in scheduled service, such as planned absences from the residence
- contact that Care Manager as soon as possible when hospitalized
- NOT offer staff gifts, gratuities or make private pay arrangements with staff for services
- treat all staff with dignity and respect

Client's signature of understanding: _____

Date: _____