



CLIENT BILL OF RIGHTS

An individual may not be discriminated against because of race, color, creed, disability, religious affiliation, ancestry, gender, gender identity, sexual orientation, national origin or age.

- An individual has the right to civil and legal rights afforded by law, including the right to vote, speak freely, practice the religion of the individual's choice and practice no religion.
- An individual may not be abused, neglected, mistreated, exploited, abandoned or subjected to corporal punishment.
- An individual shall be treated with dignity and respect.
- An individual has the right to make choices and accept risks.
- An individual has the right to refuse to participate in activities and services.
- An individual has the right to control the individual's own schedule and activities.
- An individual has the right to the privacy of person and possessions.
- An individual has the right to access to and security of the individual's possessions.
- An individual has the right to choose a willing and qualified provider.
- An individual has the right to choose where, when and how to receive the services needed.
- An individual has the right to voice concerns about the services the individual receives.
- An individual has the right to assistive devices and services to always enable communication.
- An individual has the right to participate in the development and implementation of the individual plan.
- An individual and persons designated by the individual have the right to access the individual's record.

CLIENT RESPONSIBILITIES

- Inform the office of any major changes in your health status or condition.
- Cooperate with personnel without discrimination, as to color, religion, sex, national or ethnic origin.
- Make a family member or substitute available, who will assume a primary caregiver role when staff is not in your home.
- Give relevant information to HCBS about your care needs.
- Build mutual trust and cooperation with your Direct Support Professional and/or Behavioral Specialist Consultant

Addressing concerns:

If the HCBS Provider Client or staff member has concerns regarding the Client Bill of Rights and Responsibilities they should immediately report it to Jennifer Shaffer Jennifer@hcbsprovider.com or Neffertina German, Neffertina@hcbsprovider.com,

Grievances can be submitted on our website, hcbsprovider.com. Clients can ask their staff for help submitting a grievance on the website.

Staff training: HCBS Staff are trained on the HCBS Provider Individual Rights Policy during orientation and annually thereafter. Staff are trained to read Individual Rights to their client at the start of services and yearly thereafter. Names of clients and signatures of staff are collected after the client is informed.