

RIGHTS AND RESPONSIBILITIES

Adult Day Care

YOU ARE EXPECTED TO

PARTICIPANT / LEGAL GUARDIAN

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability.
- Work with the provider to identify un-met needs that can be met through authorized services.
- Communicate with your provider when you are not available to attend the day care.
- Let your provider know if you have problems with your care delivery.
- Agree to participate in a comprehensive face to face (re)assessment with Division of Senior and Disability Services (DSDS) or its designee.

YOU MAY NOT

- Physically, verbally, or sexually abuse or threaten harm towards provider or DSDS staff. You cannot allow this conduct from other persons at your household. This may result in your services being terminated.
- Expect services to be provided not authorized on your care plan.
- Expect care to be provided to your friends, or visitors.
- Engage in activities that would be considered fraud of the program; for example, signing for care that has not actually been provided.

FOR YOUR SAFETY, DO NOT

- Ask your provider staff for advice.
- Leave valuables, cash, or checkbook in plain sight.

YOU HAVE THE RIGHT TO

- Appeal decisions regarding your person centered care plan, including the denial, reduction, or termination of services.
 - You must appeal within ninety (90) business days of the date of the decision.
 - You must request a hearing within ten (10) business days of the date of the notice if you wish to continue receiving services pending the hearing decision.
 - If the Division of Senior and Disability Services' decision is affirmed, you may be held responsible for the cost of any services received while the appeal is pending.
- Receive services without regard to race, color, national origin, sex, age, religion, political beliefs, or disability.

PROVIDER STAFF ARE EXPECTED TO

- Act in a professional manner.
- Ensure that you receive care only from those that are registered and screened by the Family Care Safety Registry ([FCSR](#)).
- Notify you if they are going to be closed.

PROVIDER STAFF MAY NOT

- Accept gifts or tips.