

# RIGHTS AND RESPONSIBILITIES

## RCF/ALF Personal 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.
- Agree to participate in a comprehensive face to face (re)assessment with the Division of Senior and Disability Services (DSDS) or its designee.
- Let your provider know if you have problems with how services are delivered.
- Act in a respectful, courteous manner.

### YOU MAY NOT

- Engage in activities that would be considered fraud of the program; for example signing time sheets for care that has not actually been provided.
- Physically, verbally, or sexually abuse or threaten harm towards provider or DSDS staff.

### 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.
- Notify you if they are unable to deliver services.

### PROVIDER STAFF MAY NOT

- Accept gifts or tips.
- Be a maid.