

# ADULT DAY CARE RIGHTS AND RESPONSIBILITIES

## YOU ARE EXPECTED TO

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability
- Work with the provider to identify unmet needs that can be met through authorized services
- Communicate with your provider when you are not available to attend the daycare
- 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 the provider or DSDS staff. You cannot allow this conduct from other persons in 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 aide for advice
- Leave valuables, cash, or checkbook in plain sight

## **PROVIDER STAFF MAY NOT**

• Accept gifts or tips

## 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) calendar days of the date of the decision.
  - You must request a hearing within ten (10) calendar days of the date of the notice if you wish to continue receiving services pending the hearing decision.
  - If DSDS' 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 who are registered and screened by the Family Care Registry (FCSR)
- · Notify you if they are going to be closed

## **RESOURCES:**

- Find a primary care physician
- Mental health or substance abuse