



## CONSUMER RIGHTS AND RESPONSIBILITY POLICY

### Consumers are expected to:

- Select, hire train, and supervise the Attendant.
- Use only Attendant's who are registered, screened, and employable pursuant to the Family Care Safety Registry, Employments Disqualification List, and applicable state laws and regulations.
- Prepare weekly timesheets and submit then to the Vendor.
- Explain task that are to be completed.
- Sign and complete timesheets each time the Attendants provide services.
- Select an Attendant regardless of race, color, national, sex, age, religion, political beliefs, or disability.

### Consumers may not:

- Threaten or abuse the Attendant or Vendor staff (physically, verbally, or sexually);
- Engage in activities that would be considered fraud of the program.

### Consumers have the right to:

- Appeal the agency's decision regarding denial, reduction, or termination of services within ninety (90) days of the date of the decision.
- You must request a hearing within ten (10) days of the date of the notice, if you wish to continue receiving services pending the hearing decision. If the agency decision is upheld, you may be help responsible for 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.
- Participate in the Vender option

### May expect the aide to:

- Act in a professional manner.
- Be on time for the scheduled visits.
- Notify you if they are unable to deliver services.
- Arranges a make-up visit satisfactory to you.

### May NOT expect the aide to:

- Accept food or drink, expect water.
- Accept gifts or tips.
- Give you a ride.
- Be a maid.
- Participate in Consumer-Directed option are expected to:
- Select, hire, fire, train, and supervise the Attendant.
- Prepare timesheets and submit bi-weekly to the Vendor.
- Ensure the units of service delivered not exceed those authorized.
- Use only the Attendant who is registered, screened, and employable pursuant to the Family Care Safety Registry (FCSR), Employee Disqualification List (EDL) and applicable state laws and regulations.

Consumer has read and understands their rights and responsibilities.

Consumer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Consumer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

