



COMMUNITY CARE
FOR CENTRAL HASTINGS

Client Bill of Rights

As a client receiving services from Community Care, you can expect that:

1. You will be treated with dignity and respect.
2. You have the right to choose the amount of service you receive, within the agency's limitations.
3. You may choose to refuse service.
4. You will be advised, in advance, of the cost of service.
5. You will be asked to evaluate our service(s) on a regular basis and have your comments or concerns addressed.
6. All service providers will have proper identification.
7. All service providers will receive on-going training.
8. All service providers will receive supervision.
9. All client files and information will be kept confidential.
10. A letter of confirmation will be provided upon request.
11. You may appeal to the Executive Director if you feel service is not adequate or appropriate.
12. Work will be completed in a safe manner.

Client Responsibilities

As a client, you have the responsibility to:

1. Contact the office to request service.
 2. Respect volunteer and staff privacy and human rights.
 3. Contact volunteers 'only' through the office.
 4. Ask the volunteer to perform only those tasks that have been pre-arranged through the office.
 5. Provide supplies and equipment required for Home Help/Maintenance.
 6. Contact the office if you will not be at home to receive services.
 7. Reimburse the volunteer directly, according to the fee schedule.
 8. Speak to staff if you have a concern or complaint.
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