

CLIENT RIGHTS

- ✓ The client has a right to be informed, in advance, about the services to be provided, and of any changes to the services to be provided.
- ✓ The client has the right to participate in the planning of the services changes to the services.
- ✓ The client has the right to refuse services, and to be informed of the consequences of their decision.
- ✓ The client has the right to be fully informed of the agency's policies and voluntary contributions for the services, prior to receiving services.
- ✓ The client has the right to be treated with respect and dignity.
- ✓ The client has the right to have their property treated with respect.
- ✓ The client has the right to expect their personal information and records to be maintained with confidentiality.
- ✓ The client has the right to voice their grievance regarding services that are provided or fail to be provided, or regarding the lack of respect for property by anyone who is providing services, without fear of termination or retaliation.
- ✓ The client has the right to be advised of the availability of the Aging Division Community Living Section's toll-free number 1-800-442-2766.
- ✓ The client shall be given written notice of their rights prior to the start of services.
- ✓ The client has the right to call the Ombudsman at 1-800-856-4398.

CLIENT RESPONSIBILITES

- ✓ The client has the responsibility to keep providers aware of any change in their living situation.
- ✓ The client has the responsibility to provide accurate information to the Access Care Coordinator when he/she visits.
- ✓ The client has the responsibility to be cooperative, actively participate in the development of, and follow, their service plan, and the agreed upon fee.
- ✓ The client has the responsibility to keep appointments, or notify the providers when they are unable to keep appointments.
- ✓ The client has the responsibility to ask questions if the program services are unclear.
- ✓ Wyoming is a mandatory reporting state regarding Elder Abuse. Call your local Department of Family Services or law enforcement.