

BILL OF RIGHTS

A Help at Home Senior Care client has the right to:

❖Be treated with respect and dignity

❖Access our services regardless of disability, color, race, ancestry, religion, sex or national origin

❖Identify service needs and participate in establishing a care plan

❖Be fully informed in advance of the costs of our

non-medical services and receive proper notices of changes or increases in the fees

❖Know the company’s capabilities and limits in providing non-medical in-home care

❖Provide supervision and quality control of our

caregivers who are screened, trained, bonded and insured through us

❖Communicate preferences regarding activities and day-to-day schedule

❖Obtain a signed copy of the In-Home Service Contract  
❖A compatible relationship with the caregiver providing service

❖Personal privacy, the respect of their property and confidentiality of all records

❖Review personal history and notes from client log ❖Client has the right to ask us about services (we don’t provide), offered by other agencies in the community ❖Terminate services with proper notice as indicated in the Service Agreement

❖File grievances without the fear of discrimination or retaliation

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