Client Safety and Abuse Reporting

CLIENT INFORMATION | SAF-001-N | 2026.10.31.1 | October 31, 2026

You have the right to respectful service, professional boundaries, privacy and freedom from abuse, neglect, exploitation and retaliation. KCLS prohibits mistreatment by its owner and anyone acting for the business. You may report directly to outside authorities, including concerns about KCLS itself.

Immediate danger: call 911

For suspected abuse, neglect or exploitation of a person age 65 or older or a qualifying adult with a disability in a community setting, call the Texas Abuse Hotline: 1-800-252-5400, available 24/7. Use the same hotline for suspected child abuse or neglect. Report concerns promptly; you do not need proof or KCLS permission.

For allegations involving nursing homes, assisted living facilities or certain regulated providers, call Texas HHS Complaint and Incident Intake: 1-800-458-9858. Tell intake the setting and provider so it can identify the proper route. For other regulated settings, contact the responsible agency. Emergencies still require 911.

The DFPS website, txabusehotline.org, is for nonurgent reports only. Call instead when urgent or a response is needed within 24 hours. KCLS personnel follow immediate telephone reporting procedures.

You can speak up without retaliation

Contact KCLS at 281-881-4766 or support@kclslegacycare.com for service concerns. These channels are not emergency services and are not continuously monitored. Ordinary complaint response times do not apply to urgent safeguarding reports. If the concern involves the owner, you may go directly to the outside authority without notifying the owner first.

KCLS will not retaliate for good-faith concerns or cooperation with authorities. We protect information and share it only with appropriate authorization or as permitted or required by law. A mandatory report does not require client or family permission. We do not automatically notify a person suspected of mistreatment.

Safe assistance within our concierge scope

KCLS does not provide personal care, childcare, protective supervision, clinical care or client transportation. When needs change, we discuss safe service limits and appropriate transitions. If immediate danger arises, we seek appropriate emergency assistance. Reporting concerns does not change prices, refund rights or your signed agreement.

This is information, not a waiver. No client signature or return is required. The full Prevention and Reporting of Abuse, Neglect, Exploitation and Abandonment policy is available from KCLS and the Client Resources page. Sources: Texas Human Resources Code Chapter 48; Texas Family Code Chapter 261; txabusehotline.org; hhs.texas.gov/contact.