

YOU HAVE THE RIGHT TO

- Make decisions about your care and services
- Courtesy, respect, and recognition of your dignity and individuality.
- Safe, trustworthy care that is culturally competent and non-discriminatory
- Control of your own household and lifestyle.
- Respect for your personal property.
- Freedom from abuse or neglect.
- Access information about GLSS programs, services, staff and providers in a manner appropriate to your condition and ability to understand.
- Have your personal health information be treated as confidential and private, and protected from unauthorized access or disclosure.
- Voice complaints freely without fear of retaliation or loss of services.
- Participate in your Plan of Care, including making decisions based on your goals and preferences, and the right to decline or disenroll from programs or services.
- Service provided by properly trained individuals who perform their duties.
- Information about your services or the amount of your co-payment.
- Accept or decline services.
- Ask for a substitute if your regular worker is unavailable.
- Request a change in your assigned Case Manager.
- Be informed about alternate options and services if a need cannot be met by Home Care.
- Request to view your GLSS consumer record, including assessments, service plans, and other documentation

YOU HAVE THE RESPONSIBILITY TO

- Meet with your Case Manager (CM) regularly in your home in order to receive home care services. Visit requirements vary by program, but all programs require a minimum of two (2) visits per year.
- Participate in developing mutually agreed upon service plan goals, and make decisions about your care with your CM to the best of your ability
- Provide honest, accurate and complete information to your CM about finances, health status and need for services.
- Be prompt in your payment of GLSS monthly invoices for your services.
- Follow the plan of care as agreed upon with your providers, and notify your CM if you are unable to do so.
- Notify your CM if you have questions about your services, are dissatisfied or there are problems with your service or worker.
- Sign worker time records after your services have been provided.
- Treat GLSS and provider staff with courtesy and respect.
- Notify your CM (or the CM on Duty) if you will not be home to receive a scheduled service, or to contact your direct service worker.
- Inform your CM if there is a change in residence, or if you want to disenroll from a program or service.
- Secure all valuables to avoid damage or misplacement. Do not leave cash or jewelry unsecured.
- Please do not:
 - Make alternate arrangements for services without your Case Manager's approval;
 - Ask workers to do tasks that are not part of your service plan.