

Client Rights at **Class Home Care, LLC**

Class Home Care, LLC is committed to providing high-quality, compassionate, and person-centered services. Every client has inherent rights that must be respected, protected, and upheld at all times. These rights apply to all individuals receiving services through **Class Home Care, LLC**, including Respite Care, Personal Supports, Daily Living Skills Training, Community Integration, and Transportation Services.

1. Right to Respect, Dignity, and Non-Discrimination

- Be treated with dignity, courtesy, and respect at all times.
- Receive services free from discrimination based on age, race, color, disability, gender identity, language, national origin, sexual orientation, religion, or any other protected status.
- Have personal values, cultural and spiritual beliefs honored.

2. Right to Privacy and Confidentiality

- Privacy in personal care, communication, and daily activities.
- Confidential handling of all personal, medical, financial, and service information in accordance with HIPAA and state regulations.
- Approve or deny the release of their information, except when disclosure is required by law.

3. Right to Personal Safety and Freedom from Abuse

- A safe, supportive, and clean care environment.
- Protection from all forms of abuse, neglect, exploitation, harassment, and retaliation.
- Prompt reporting and investigation of any safety concerns or incidents.

4. Right to Person-Centered Care

- Receive individualized services that reflect their needs, goals, abilities, and preferences.

- Participate fully in the planning, development, and review of their Service Plan.
- Request updates or changes to services at any time.

5. Right to Make Choices

- Make decisions about their daily life, routines, activities, and supports.
- Choose or change caregivers when possible.
- Accept or refuse services or supports, understanding the potential outcomes.

6. Right to Communication & Information

- Receive clear, understandable information about their services, responsibilities, provider policies, and any changes that may affect them.
- Communicate in their preferred language or method of communication, with interpreter or accessible accommodations when needed.
- Be informed promptly of schedule changes, delays, or staffing adjustments.

7. Right to Participate in the Community

- Access community activities, resources, and settings of their choice.
- Receive support in developing independence and life skills.
- Engage in social, recreational, and educational opportunities.

8. Right to Voice Concerns and File Complaints

- Raise questions, concerns, or complaints without fear of retaliation or service loss.
- Receive prompt, fair, and respectful responses to any issue reported.
- Request the involvement of a guardian, case manager, advocate, or other representative.
- File grievances directly with Class Home Care, LLC or appropriate state oversight agencies.

9. Right to Informed Consent

- Be informed of the nature, purpose, and risks of services provided.
- Consent to or decline participation in activities, supports, or care procedures.
- Understand the limits of service scope and emergency protocols.

10. Right to Financial Transparency

- Information about any costs, payments, or billing processes related to services.
- Receipt of clear explanations regarding funding, provider agreements, and covered services.
- Protection from financial exploitation or unauthorized use of personal funds or benefits.

11. Right to Access Records

- Review their service records, progress notes, and personal documentation upon request.
- Request corrections to inaccurate information.
- Receive copies of records in accordance with applicable policies.

12. Right to Terminate Services

- Discontinue services at any time, consistent with program requirements or care planning procedures.
- Receive assistance with transition planning if services end or change.

13. Right to Support and Advocacy

- Access advocates, guardians, legal representatives, or support persons of their choice.
- Receive help contacting advocacy organizations when needed.
- Have their voice honored in decision-making that affects their life.

14. Right to Equal Opportunity in Service Provision

- Fair access to all Class Home Care, LLC services for which they are eligible.
- Reasonable accommodations based on disability or medical needs.
- Services provided with fairness, transparency, and professionalism.

15. Client Responsibilities

- Provide accurate information related to care needs, schedules, and safety.
- Respect caregivers and maintain a safe home environment.
- Communicate changes in supports, health, or circumstances.
- Follow mutually agreed-upon schedules and service plans.

Commitment of Class Home Care, LLC

Class Home Care, LLC is dedicated to upholding these rights and ensuring that every client receives compassionate, person-centered, culturally responsive support. Staff are trained to honor, protect, and advocate for client rights at all times.