

Putnam County Council on Aging, Inc.

Client Rights and Responsibilities

It is the policy of this agency to admit and provide services to persons age 60 and better regardless of race, sex, color, creed, religion, disability, or national origin.

Client Rights

- You have the right to request services for which you are eligible. Availability depends on funding and / or service priorities.
- You have the right to receive a timely response to your request for service.
- You will be provided with the opportunity to participate in the decisions involved in developing and implementing your service plan.
- You have the right to be informed about those services you will be receiving from this agency.
- You have the right to privacy; all communications and records pertaining to you will be held in confidentiality unless you sign a release for purposes of coordination and continuity of care.
- You have the right to have your property and possessions treated with respect.
- You have the right to be treated with respect and consideration.
- You have the right to refuse service or withdraw from services you no longer want or need.
- You have the right to be informed of anticipated termination of services by our agency.
- Our staff are prohibited from consuming alcoholic beverages or smoking in your home. They should not use your telephone to make personal calls or request the use of your automobile. Workers may not solicit money or goods from you.
- If you are receiving transportation services, please be aware that it is our policy to escort you from your home into the vehicle and from the vehicle into your destination point.
- You have the right to voice grievances without fear for having done so.

Client Responsibilities

- We encourage you to cooperate with and ask questions of our staff regarding client services.
- You are responsible for informing our agency when you will not be home or are no longer in need of service already scheduled.
- You are responsible for treating our agency staff and other clients in a respectful courteous manner.
- Any and all calls regarding our services must be made through the agency office. Clients should not call staff members at home.
- Clients are expected to remain at home while receiving in-home services.
- You should not offer gifts, tips, or bribes to the workers who provide services to you.

Contributions for services received are appreciated. However, you cannot be denied services due to the inability or unwillingness to contribute all or part of the cost for the services.

If you feel you have been denied service, have received poor service, or have been denied your client rights, you have the following options:

1. Contact Executive Director, Jodi Warnecke, of the Putnam County Council on Aging, Inc. at 419-523-4121 or 1-800-589-8508.
2. Contact the Board of Trustees President, Joyce Yant, of the Putnam County Council on Aging, Inc. at 419-523-4121 or 1-800-589-8508.