## Aspen Grove Fiduciary recognizes that our clients have the right to quality services. We promote that our clients have the following rights:

* The right to be treated with dignity and respect, and to exercise his or her rights as a client of Aspen Grove.
* The right to be free from discrimination in regard to race, color, national origin, gender, sexual orientation, or religion.
* The right to be informed of the ownership or control of Aspen Grove.
* The value or purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task/procedure.
* The right to be free from financial exploitation and to be informed, on admission, of the costs of services that will be billed to self (verbally and in writing).
* The right to be informed of Aspen Grove policy on “Do Not Resuscitate” and to receive Advance Directive information in accordance with applicable law and Aspen Grove Advance Directive policy.
* The right to voice a complaint/concern regarding care or service that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of Aspen Grove, or any other issue and not be subjected to discrimination or reprisal for refusing to do so. Aspen Grove will investigate any such complaints made by a client or client’s family or guardian and document both the existence of the complaint and the resolution of the complaint.
* The right to be informed of the Aspen Grove address, phone number and administrator name to be able to voice complaints to the agency directly. To speak with Robin OConnell, Owner & licensed fiduciary #20967, please call 480-430-6188.
* The right to be free from neglect of care, verbal, mental, emotional, physical and sexual abuse.
* The right to be given the informed choice and opportunity to select service providers and to accept responsibility for the consequences of refusal of services.
* The right to participate in all aspects of care/service, including care planning and any changes in the services, frequency of visits and cessation of services.
* The right to be informed, in advance about the care to be furnished, and of any changes in the care to be furnished. Aspen Grove will advise in advance of the disciplines that will be providing services and the planned frequency and hours (if applicable) of services provided. Aspen Grove will advise in advance of any change in the plan of care, or plan for care management services, before the change is made.
* The right to have his or her property treated with respect, and to be free from theft, damage and misuse of his or her property.
* The right to have access to his or her client record and the right to confidential treatment of his/her clinical and financial information and records as provided by law and to be informed of the Aspen Grove policies for disclosure of clinical records.

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