

Client Rights Policy

Purpose

Reliant Workforce Solutions dba Reliant Home Care (the “Agency”), in partnership with Care Staff LLC, is committed to protecting and promoting the rights of all clients in accordance with **907 KAR 1:170**, **KRS 209**, and applicable **CMS Conditions of Participation**. Clients shall receive services in a manner that respects dignity, privacy, autonomy, and freedom from abuse, neglect, exploitation, and misappropriation of property.

Scope

This policy applies to all clients receiving services and to all employees, contractors, temporary staff, and representatives of the Agency.

Client Rights

Each client has the right to: - Be treated with **dignity, courtesy, and respect** at all times - Be free from **abuse, neglect, exploitation, and misappropriation of property** - Receive services without discrimination - Have privacy and confidentiality of personal, medical, and financial information - Participate in care planning and decision-making - Refuse services or withdraw consent without retaliation - Voice complaints or grievances without fear of reprisal - Be informed of Agency policies, services, and charges - Access advocacy and protective services

Protection from Abuse and Exploitation

The Agency maintains a **zero-tolerance policy** for abuse, neglect, exploitation, or misappropriation. Allegations are handled per the Abuse Reporting Policy and reported as required under **KRS 209** and **907 KAR 1:170**.

Complaints and Grievances

Clients may file complaints verbally or in writing without retaliation. Complaints may be directed to Agency leadership or external oversight agencies, including CHFS and Adult Protective Services.

Notification of Rights

Clients receive written notice of rights upon admission and whenever rights are updated. Documentation of acknowledgment is maintained in the client record.

Abuse Training Curriculum Outline

Training Objectives

- Understand abuse prevention and reporting obligations
- Recognize signs of abuse, neglect, and exploitation
- Understand mandatory reporting laws in Kentucky
- Reinforce professional boundaries and client rights

Required Participants

All employees and contractors (initial hire and annually)

Training Agenda (60–90 Minutes)

1. Welcome and Purpose
2. Definitions: Abuse, Neglect, Exploitation, Misappropriation
3. Kentucky Law Overview (**KRS 209, 907 KAR 1:170**)
4. Client Rights and Dignity
5. Prevention Strategies and Professional Boundaries
6. Reporting Process and Timelines
7. Incident Documentation
8. Non-Retaliation Policy
9. Questions and Review

Training Sign-In Sheet

Date: _____ **Trainer:** _____

| Name | Role | Signature | Time In | Time Out |
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