



RayLeeJ Homecare & Respite Solutions LLC

Client Rights & Responsibilities

At RayLeeJ Homecare & Respite Solutions LLC, we are committed to providing respectful, compassionate, and high-quality care to every client we serve. Clients and families have important rights, and we also encourage shared responsibilities to ensure the best care experience.

Client Rights

- To be treated with dignity, respect, and consideration at all times.
- To receive safe, compassionate, and professional care.
- To participate in decisions regarding your care and services.
- To have your privacy and personal information kept confidential.
- To be informed of services provided and any changes to your care plan.
- To express concerns or complaints without fear of retaliation.
- To request changes in services or caregivers when reasonably possible.
- To receive care that respects cultural, religious, and personal preferences.
- To be informed of contact information for the agency and how to reach staff.
- To refuse services or discontinue services at any time, according to agency policies.

Client Responsibilities

- Provide accurate and complete information regarding health status, medications, and care needs.
- Notify the agency of any changes in condition or care requirements.
- Provide a safe environment for caregivers while services are being provided.

- Treat caregivers and staff with courtesy and respect.
- Communicate scheduling needs, cancellations, or changes in advance when possible.
- Ensure payment arrangements are understood and followed according to the service agreement.
- Participate in care planning and communicate preferences openly with the agency.

Acknowledgement

I acknowledge that I have received, read, and understand the Client Rights & Responsibilities provided by RayLeeJ Homecare & Respite Solutions LLC.

Client / Representative Signature

Date

Agency Representative

Date
