



## Client Rights and Responsibilities

As a client of Northwest Indiana Community Action Corp. you may exercise any or all guaranteed rights without restraint, interference, coercion, discrimination or threat of reprisal.

### You have the right to:

- Receive quality services in a respectful manner without discrimination for any reason including race, creed, color, religion, sex, age, disability, citizenship, national or ethnic origin, or other basis prohibited by law.
- Be free from abuse, neglect, exploitation or mistreatment.
- Participate in Plan of Care development, request additional services, ask questions about services, or refuse services that may be presented to you. You will be informed of changes in your Plan of Care while you are a Northwest Indiana Community Action Corporation client.
- Expect confidentiality of information and protection of their service records. Records are kept in locked cabinets. Consent for release of information will be utilized with all entities that this agency will communicate with, and this communication will only encompass information within the client spectrum of care that this agency can provide. If you would wish to see your record, arrangements can be made to allow this. You may at any time insert a statement into your record about a problem or about services you are receiving, or may wish to receive. In the event of a research study on Northwest Indiana Community Action Corporation clients, this agency would require that clients involved give informed consent prior to participating in such research.
- Verbalize complaints about the quality of care that you are receiving from this agency. To verbalize a complaint directly to Northwest Indiana Community Action Corporation, please call 1-800-826-7871 and ask to speak to Shanika Mosley. If your complaint is not resolved you may file a complaint with the Indiana Division of Aging, which has oversight of this agency. Call 1-800-545-7763 (ext. 7020), and ask to speak to the Director of the Indiana Division of Aging.
- Know about any charges for services, if applicable, specifically where services will require direct payment from you (CHOICE cost share, donations for meals, private pay services etc...).
- Be informed of electronic means of accessing NWICA information (website) and obtaining copies.

### You have the responsibility to:

- You have the responsibility to provide accurate and correct information about your health history for level of care determination, health insurance information, and income and assets where programs require (Title III does not have income guidelines at this time). You should inform staff of changes in this information.
- You have the responsibility to participate from time to time in the monitoring of services that you are receiving, and to inform Care Managers in plenty of time, in the event that an appointment needs to be rescheduled.
- You have the responsibility of notifying the care manager or care manager supervisor of any intention to disenroll from the program.
- You have the responsibility to assure that Case Managers do not receive financial rewards for the services that they provide.
- You have the responsibility to treat Northwest Indiana Community Action Corporation staff in an appropriate manner.

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