



HELPING HANDS OF CLEVELAND

Service Recipient Rights

Service recipients have the following rights:

1. To be treated with consideration, respect, and full recognition of dignity and individuality;
2. To be protected from abuse, neglect, and exploitation;
3. To receive services regardless of race, national origin, gender, age, religion, or disability;
4. To be informed about the care to be provided, to be involved in care planning, and not to receive any service without informed consent and agreement;
5. To expect confidentiality of all agency records except in the case of court order, emergencies, or as otherwise required or permitted by law;
6. Not be required to make public statements acknowledging gratitude to the licensee for services provided;
7. Not to have identifiable photographs taken and/or used without written permission;
8. To be informed of the agency's grievance procedure;
9. To file a grievance without fear of retaliation and to have it addressed timely through a formal grievance procedure.

Any question or specific concerns regarding residents' rights or to report a complaint may be directed to any of the following:

Department of MHDD Office of Licensure & Review

Telephone 1-866-777-1250

Department of Human Services

Telephone _____

TN Protection and Advocacy, Inc.

Telephone 1-800-342-1660

Long Term Care Ombudsman

Telephone _____

By signing below, I acknowledge that I have received a copy of this document, any agency rules, and the agency grievance procedure.

Service Recipient or Designee Signature

Helping Hands of Cleveland Agent

Date

Date

Helping Hands of Cleveland, LLC
60 25th St NW, Ste 3 • Cleveland, TN 37311
423-476-3312 • FAX 476-3534
admin@clevelandhelpinghands.com

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