

## CLIENT'S RIGHTS AND RESPONSIBILITIES/ GRIEVANCE PROCEDURE (NJ)

### As a consumer, you have the right to:

- Receive considerate and respectful care, free of discrimination and in a manner consistent with your beliefs, and have property treated with respect.
- Participate in the development of your Plan of Care, including an explanation of any services proposed and of alternative services that may be available in the community when appropriate, and receive a copy of your Plan of Care.
- Choose your service, the provider of service, and request a change in caregiver or decline a caregiver without fear of retaliation.
- Receive written information about the agency including the name and number of an official of the agency; the name and qualifications of the supervisor responsible for your service; and agency address and phone number.
- Have your religious beliefs and customs respected, protected, and considered when providing care.
- Refuse medication, treatment, counseling or other services without fear of reprisal or discrimination and be informed of the possible results and consequences of your actions and the care you receive.
- Privacy and confidentiality regarding your health, social and financial circumstances, what takes place in your home; know that all communications and records will be treated confidentially in accordance with HIPAA; receive a copy of the agency's Notice of Privacy Practices.
- Expect that all home care personnel, within the limits set by the Plan of Care, will respond in good faith to your requests for assistance in the home.
- Participate in the plan for discontinuation of care.
- Information on the cost of service; have a clear explanation of which services are covered by third-parties, if any, and the charges that are paid for by the consumer; and have access, upon written request, to all bills for service regardless of whether they are paid for out-of-pocket or through other sources of payment.
- Receive information on the qualifications of caregivers.
- Receive regular supervision of caregivers by a registered nurse.
- Receive a clear explanation of the process for voicing grievances about care, treatment, or discontinuation of service; appeal agency decisions regarding care, following grievance procedures, and be given the state hotline or ombudsman number.
- Know that the agency maintains liability insurance coverage.
- Receive a referral or suggestion for the services of a translator, if needed.
- Be given necessary information so you can give your informed consent for service and information about Advanced Directives.

**As a consumer, you have a responsibility to:**

- Cooperate and participate in implementing your Plan of Care, as much as you are able, and follow agency policies and procedures.
- Promptly notify the agency if there is a change in your health or physical condition, symptoms, hospitalization, living arrangements or plan of care.
- Inform the agency of any changes made to Advance Directives.
- Respect the rights of all agency personnel and cooperate with them regardless of race, color, religion, age, gender, sexual orientation, or national origin.
- Provide a safe working environment for care in the home.
- Promptly notify the agency if you are not going to be at home for an assigned visit.

Please call us at (201) 540-8200 with any questions or concerns about our services.

We are committed to establishing long-term relationships and delivering exceptional private duty home care. However, we realize there may be concerns, complaints, questions, or feedback you may have about our services. We also recognize that complaints are a valuable performance improvement opportunity. We will promptly address any issues and work with you to find the best course of action.

Here is a list of individuals to contact at Family & Nursing Care:

Your Client Services Manager (CSM)  
Natalie Blickman or Kelly Ann Sharp, Directors of Client Services  
Kelly Salb, Vice President of Client Services  
Jeff Zukerman, President  
Neal Kursban, CEO

If you have a complaint or are dissatisfied with our care, please call your Client Services Manager. They will contact you by phone or home visit as soon as possible, and within three days, to investigate and attempt to resolve the matter. If your CSM cannot resolve your concern, it will be escalated within the agency. The Governing Body has final responsibility for internal resolution of complaints.

If a complaint cannot be resolved within the agency, you can appeal to one of the following state agencies:

Consumer Protection  
NJ Division of Consumer Affairs  
124 Halsey Street  
Newark, NJ 07102  
(800) 242-5846

NJ Department of Health  
Licensed health care facilities  
300 Whitehead Road, CN 367  
Trenton, NJ 08623-0367  
(800) 792-9770  
NJ Board of Nursing

Homemaker-Home Health Aide  
Certification and Nursing Licensure  
PO Box 45010  
124 Halsey Street, 6<sup>th</sup> Floor  
Newark, NJ 07101  
(973) 504-6430

National Institute for Home Care Accreditation  
P.O. Box 367  
Herndon, VA 20172  
[www.nihcaccrreditation.com](http://www.nihcaccrreditation.com)  
(703) 435-8382