



AgeWell Services of West Michigan	
Policy Name: Participant Rights and Responsibilities	
Policy No. PS 1.5	Effective Date: 5/30/2019
Approved: <i>Kristen M. Collee</i>	Last Revised:

SCOPE:

This policy refers to all AgeWell Services programs:

1. Meals on Wheels (Home Delivered Meals)
2. Lunch and Activity Center (Congregate Meals)
3. Tri-County Protection Team (TCPT) (Elder Abuse Prevention Activities)
4. Senior Center Activities
5. Transportation to Meal Sites (Transportation Volunteer)
6. Senior Transportation Program (Transportation Dynamic)
7. Wellness Program at Tanglewood Park
8. Driftwood Café and Catering

POLICY:

AgeWell Services is committed to ensuring all people who receive meals have adequate information about their rights and responsibilities. Information will be mailed or handed to the participant upon intake to the program through a welcome packet.

Participant Rights

Participants who use our services have the following rights:

- Always be treated with dignity and respect, regardless of gender, race, social status or sexual preference, taking into account such things as cultural background, health status or special needs.
- Be free from abuse.

- Be free from seclusion.
- Be confident that your personal information will remain private, as our staff is trained to follow HIPAA procedures.
- The right to choose services (meals, classes, rides, etc.) right for you and involve anyone in your planning process.
- The right to consent to, or to refuse all or any part of their services.
- The right to make a complaint about the service or treatment received and expect that this complaint will be investigated appropriately and in confidence. Participants will not be disadvantaged in receiving continuing service by making a complaint.

Participant Responsibilities

AgeWell Services believes that clients have responsibility for their own health and wellbeing.

Participants who use our services have the follow responsibilities:

- Choose the service options (meals, classes, rides, etc.) that are best for your overall health and wellbeing.
- Be available so that you can receive your service within the allotted time frame each day.
- Inform AgeWell Services in advance (by noon the day prior) in the event that you will not be available to receive services.
- Inform AgeWell Services about changes in what your meal, classes or transportation needs are.
- Inform AgeWell Services about other services and supports you may have.
- Inform AgeWell Services if you are concerned about behavior or attitude of any staff or volunteer you interact with from AgeWell Services.
- Make sure your home is safe and non-threatening for people who are helping you. This includes:
 - Being respectful to volunteers and workers who come to your home.
 - During inclement weather/winter months, keep steps, and entrances into the home clear of snow and other impassable conditions, such as ice.
 - Not verbally or physically abusing the people trying to help you.

- Not using profane or offensive language toward the people who are trying to help you.
- Keeping pets outside or otherwise secure so that you can receive services and supports you need.
- Being a responsible gun or weapon owner. This means all weapons will not pose a threat, intended or unintended, real or implied, to the people helping you.
- Do not use medical or recreational marijuana immediately prior to or during your home visit.
- Making sure there are no illegal or illicit activities happening in your home.
- AgeWell Services staff and volunteers are mandated by law to report suspicions of abuse, neglect, financial exploitation or illegal activity to Adult Protective Services and/or Law Enforcement.

Staff Responsibilities

All staff and volunteers have thorough working knowledge regarding participant rights and work in a way that reinforces and builds on these rights.

Staff responsibilities are to:

- Be aware of, and adhere to, the participant rights as outlined above.
- Ensure participants receive verbal and written information regarding their rights.
- Make referrals on participants' behalf if needed.
- Not accept gifts or money from participants.

PROCEDURE:

If a violation of the above policy is to be brought to the attention of administration, please follow the Grievance and Appeals Policy and Procedure.

ENFORCEMENT:

It is the responsibility of all AgeWell Services team members, paid and unpaid, to enforce this policy. The ultimate responsibility in enforcement will be conducted by a member of the Director's Team.

REFERENCES:

PS 1.4 Grievance and Appeals Policy and Procedure

Participants Rights and Responsibilities Handout