

## **CAREGIVER CONNECTION**

### **CLIENT RIGHTS AND RESPONSIBILITIES**

#### **DESCRIPTION OF SERVICES:**

The Caregiver Connection is a service of Jewish Family & Children's Service of Pittsburgh (JF&CS), which provides referrals of screened and trained caregivers and companions. You are assisted in describing your home care needs in order to develop a caregiver or companion's job description. Your needs are considered and matched with a caregiver whose personality and skills are appropriate. Caregivers must meet the specific criteria listed below under Jewish Family & Children's Service Responsibility. For this service, the agency charges an administrative fee.

#### **CLIENT RIGHTS:**

The client has the right to:

- Receive considerate and respectful care in the home at all times, and have property treated with respect.
- Privacy and confidentiality about one's health, social and financial circumstances and about what takes place in the home.
- Know that all communications and records will be treated confidentially and that no information will be given out without a consent from the client or family.
- Receive information on the agency's policies and procedures including information on charges, hours of operation, and discontinuation of service; request a change of caregiver.
- Express concerns and recommend changes without fear of reprisals, interference, coercion or discrimination.
- Receive a clear explanation of the process to voice grievances about care, treatment, or discontinuation of service without fear of discrimination or reprisal for doing so.

#### **CLIENT RESPONSIBILITY:**

- Interview the potential caregiver, to clarify their duties and your expectations of them, and to negotiate their salary. Jewish Family & Children's Service does not become involved in salary negotiations.
- Determine number of weekly service hours and **communicate changes in weekly service hours to the Caregiver Connection**. It is important to communicate these changes so that the agency may bill you accurately at the end of each month.
- Report all service hours received through referrals of the Caregiver Connection.
- Pay your monthly service bill to the Caregiver Connection in a timely manner.
- Have an alternative plan for care in the event that the assigned caregiver is unable to work.
- Communicate your care giving needs, issues and concerns so that we can assist you in the most effective way to meet your needs.
- Treat all personnel with courtesy and respect

The Caregiver Connection is not intended to provide emergency medical care. Because of this, we may refuse to staff a client situation which is medically complex and/or with insufficient family supports. If we believe that we cannot adequately meet your needs, we will refer you to the appropriate resources. All of our caregivers work independently for the individuals who employ them; they are not employees of Jewish Family & Children's Service. JF&CS does not provide fringe benefits, including insurance, paid vacation, or any other employee benefit, for the benefit of the Independent Contractor.

The Caregiver Connection is a licensed Home Care Registry. For questions regarding licensure requirements/compliance contact the Department of Health at Division of Home Health 132 Kline Plaza, Suite A Harrisburg, PA 17104 or [\(717\)783-1379](tel:7177831379) or the local Ombudsman Office at [\(412\)350-6905](tel:4123506905). The Complaint hotline at the Department of Health is [\(800\)-254-5164](tel:8002545164).