



Client Rights and Responsibilities

Our Mission

***TO OFFER OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS
OPTIONS FOR A BETTER QUALITY OF LIFE***

Welcome to Generations. Generations is a non-profit, state and federally funded agency. Our staff are highly skilled professionals, with expertise in geriatric, disabled, and developmentally disabled services. They are committed to working with you and your family to provide you services in the least restrictive environment. Clients who receive services from Generations have certain rights and some responsibilities related to the implementation of such services. Generations wants to inform you of these rights and responsibilities. This document provides an outline of the partnership we envision establishing with you and your family/guardian. Throughout the rest of the document “you” will be used to refer to you and/or your family/guardian.

Generations Responsibilities to You Include:

Quality of Service

We strive to provide high quality service. All services provided by Generations are delivered by qualified staff under the supervision of experienced personnel. There will be periodic reviews of your service plan, with ample opportunity for reassessment and refinement of the plan.

Personal Rights

- Generations believes that every individual has a right to equal courteous and fair access to services. We are firmly committed to serving the citizens of Daviess, Dubois, Martin, Pike, Greene, and Knox counties without regard to race, national origin, sex, age, religion, disability, and/or sexual orientation.
- You have the right to fully participate in planning or changing a service provided, including changing your case manager.
- You have the right to be fully informed in advance, orally and in writing, about each service provided, types of providers available, when and how often services will be provided, and any changes made to the service plan.
- All services are voluntary. You have the right to refuse services and you will then be informed of the potential consequences of your decision. Generations reserves the right to contact the appropriate authorities if it is felt that refusal could result in potential harm to self or others.
- You have the right to be treated with dignity and respect, free from any verbal, physical, emotional or sexual abuse.

Record Privacy and Access

Generations recognizes and respects the confidential nature of all information obtained in the course of working with you and your family.

You have the right to confidentiality of personal records as well as all other personal information. Your records may not be released without your consent, unless the law specifically allows for it.

You have the right to review your records. This request must be made in writing to the Executive Director of Generations.

Fees

Many, but not all, of our programs charge a fee based upon a sliding scale that takes into account family income, and family size. Staff will work with you to determine if you will have a fee and what it will be. You have the right to know about any financial charges for services in advance of the service being provided. Non-payment could result in termination.

Since our funders do not provide all the money needed to support services, prompt payments are important. We ask that you pay your bill upon receipt. This decreases our administrative costs and lets us put more of every dollar back into services.

Grievances

You have the right to voice a grievance or concern about any services or lack of services provided by our agency or a service provider without reprisal or discrimination as a result of voicing such a grievance and to be allowed the opportunity to attempt to resolve the situation. If you ever have problems or concerns with our agency or your health care provider, contact us immediately. You have the right to appeal decisions regarding services and eligibility. A copy of the grievance procedure will be provided. You have the right to all privileges specified by law.

Your Responsibilities As a Client Include

- ❖ ☐ To provide complete and accurate information during the assessment process.
- ❖ ☐ To notify us of changes in your condition.
- ❖ ☐ To follow the care plan and accept responsibility for any refusal or non-compliance. Non-compliance could result in termination of services.
- ❖ ☐ To notify us if your visit schedule needs to be changed.
- ❖ ☐ To express your opinion about the quality of care that you are receiving.
- ❖ ☐ To provide a safe and cooperative environment for care to be provided
- ❖

Generations Commitment:

Generations main office hours are 8:00 – 4:30, Monday through Friday, excluding holidays. During non-business hours our phone is answered by voicemail and you can leave a message. It is the policy of Generations that all messages be returned within one business day.

Generations promotes flexibility and responsiveness within our service system at the team level where consumer contact, care planning and monitoring occur on a daily basis. The majority of Generations staff work in the community where they live. They have local access to the community, which enhances their ability to provide you services. Because they work out of satellite offices in their community they are not physically located in the main office. So when you call you will be transferred to their voice mail to leave a message. They are required to return all calls within one business day.

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