

# Household and Outdoor Maintenance

## **PARTICIPANT RIGHTS**

The services, facilities and benefits of this program are for the use of all people 60+ regardless of race, color, creed, religion, national origin, sex, and disability, use of public assistance or sexual orientation.

1. The right to receive services according to a suitable and up-to-date plan.
2. The right to be told about the services that are available through SCS and the right to know that there may be other appropriate services available within the community.
3. The right to refuse services.
4. The right to know, in advance, any limits to the services available from SCS.
5. The right to know what the charges are for services.
6. The right to have personal, financial, and medical information kept private.
7. The right to be allowed access to records and written information from records in accordance with state statutes.
8. The right to be served by people who are properly trained and competent to perform their duties.
9. The right to be treated with courtesy and respect and to be free from physical and verbal abuse.
10. The right to reasonable notice of changes in services or charges.

## **GRIEVANCE OR COMPLAINTS**

Any individual who feels he/she has been denied the opportunity to participate in this program or has a complaint should follow the procedure below:

1. Complaints, grievances, or concerns regarding services provided should be directed to the Household and Outdoor Maintenance Program Director.
2. The person designated to coordinate with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped) is Deb Taylor who can be reached at 952-767-7897
3. Should SCS be unable to resolve your complaint, you may file a formal complaint to the agency listed below:  
Executive Director  
Minnesota Board on Aging  
P.O. Box 64976  
St. Paul, Mn 55164-0976

## **PARTICIPANT RESPONSIBILITIES**

1. The responsibility to participate in the development and implementation of the service plan.
2. The responsibility to provide a safe environment for our workers.
3. The responsibility to notify our office 24 hours in advance when scheduled visits cannot be kept.
4. The responsibility to promptly pay the agreed upon hourly rate for services provided.
5. The responsibility to arrange work only through our office. Hiring our workers directly for work is not allowed while you are a participant in our program and for up to one year after you leave the program.

## **PAYMENT POLICY**

Participants are asked to contribute to the cost of services received. Based on monthly income, an hourly rate is provided. We ask that you support the continuation of the program. Statements are sent monthly. Program participants will not be denied service(s) due to inability to pay or contribute.

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_