SAMPLE POLICY

Sample policy from the CareRulebook Indiana manual. Fictional agency. Rule-verified on October 2, 2026.

This is Policy 1.9 of the 18 in the manual, exactly as it prints in a buyer's copy, but filled in with example answers for a fictional agency, Sample Home Care, LLC. Rule-verified means each quote under Rule basis was checked word for word against the official text we saved on that date. It is not legal advice.

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POLICY 1.9

Client rights statement

IC 16-27-4-12 · IC 16-27-4-12.5 · IC 16-27-4-14 · IC 16-27-4-9(b) · IC 16-27-4-3 · IC 16-27-4-8 · State Form 53391, Section VIII, item 9 · IDOH instruction letter for initial PSA applicants (last updated 08.2022), Client Rights Statement · IDOH-HCBC/PSA-1, Personal Service Agency License Requirements (effective March 26, 2024) · IDOH Report a Complaint (last updated June 29, 2026)

Purpose

This is Sample Home Care, LLC's client rights statement policy and procedure under IC 16-27-4-12. It sets out how the agency gives each client its written statement of client rights, what the statement contains, how it is signed, and how the agency keeps it current and lives up to it. The Statement of client rights at the end of the Procedure is the statement the agency gives clients. IDOH asks for this policy and the statement with the license application (State Form 53391, Section VIII, item 9).

Scope

This policy applies to every client of Sample Home Care, LLC and their personal representative, to the manager, Jordan Lee, to anyone the manager has designated in writing to act for them (Policy 1.6), and to every worker and member of office staff, who all respect the rights in the statement.

Policy

Giving the statement (IC 16-27-4-12)

1. **Within 7 days.** Sample Home Care, LLC must give each client, or the client's personal representative, its written statement of client rights not more than 7 days after it first provides services to the client (IC 16-27-4-12). A personal representative is a person who has legal authority to act on behalf of the client in the matter (IC 16-27-4-3).
2. **Signed by the client and the manager.** As IDOH asks, each client's statement is signed and dated by the client, or their personal representative, and by the manager, Jordan

Lee. When the alternate manager, Taylor Brooks, is acting for the manager under the manager's written designation (IC 16-27-4-9(b); Policy 1.6), the alternate manager may sign for the manager, and writes "for the manager" beside their signature.

3. **A copy for the client.** The client keeps a signed copy. The signed original goes in the client record (Policy 2.7).

What the statement contains (IC 16-27-4-12(1)-(13))

4. The statement must include each of the following (IC 16-27-4-12(1)-(13)). The Statement of client rights in the Procedure gives each one in plain words, in the statute's order, with Sample Home Care, LLC's own details:
    1. the client's right to have their property treated with respect;
    2. the client's right to temporarily suspend, permanently terminate, temporarily add or permanently add services in the service plan;
    3. the client's right to file grievances about the services furnished, or about lack of respect for their property by the agency, without discrimination or reprisal;
    4. the client's right to be free from verbal, physical and psychological abuse and to be treated with dignity;
    5. a statement that it is not within the scope of the agency's license to manage the client's medical and health conditions if a condition becomes unstable or unpredictable;
    6. the agency's charges for services;
    7. the agency's policy for notifying the client of any increase in the cost of services;
    8. the hours the office is open for business;
    9. that on request the agency will give the client a written list of the names and addresses of everyone with at least a 5% ownership or controlling interest in the agency;
    10. how to contact the manager, or the manager's designee, while the office is open or closed;
    11. how to file a complaint with the agency, and the telephone number to call;
    12. that IDOH does not inspect personal services agencies as part of the licensing process but does investigate complaints about them; and
    13. how to file a complaint with IDOH, IDOH's telephone number and IDOH's business hours.

Our own details in the statement

5. **Charges (item 6).** The statement gives Sample Home Care, LLC's charges: $30.00 per hour for all services, with a 3-hour minimum visit.
6. **Price increases (item 7).** Sample Home Care, LLC's policy is to give each client written notice at least 30 days before any increase in the cost of their services. The agency keeps to this for every increase, and keeps a copy of each notice in the client record.

7. **Office hours (item 8).** The statement gives the hours the office is open for business: Monday to Friday, 8:00 a.m. to 5:00 p.m.
8. **Ownership list (item 9).** When a client asks, the manager gives them a written list of the names and addresses of all persons with at least a 5% ownership or controlling interest in Sample Home Care, LLC. The manager keeps the list current with the ownership information the agency gives IDOH (Policy 2.8).
9. **Reaching the manager (item 10).** The manager or the manager's designee must be available to respond to client telephone calls 24 hours a day (IC 16-27-4-14; Policy 1.6). The statement gives (317) 555-0100 for when the office is open and (317) 555-0199 for when it is closed. When the office is closed, calls are answered by the manager or, when the manager is unavailable, by the alternate manager, Taylor Brooks.
10. **Complaints to the agency (item 11).** The statement describes how to complain to Sample Home Care, LLC, as Policy 1.3 sets out, with the telephone number (317) 555-0100.
11. **Complaints to IDOH (items 12 and 13).** IDOH's 2024 requirements document gives IDOH's toll-free complaint line, 1-800-246-8909, available during state business hours, 8:15 a.m. to 4:45 p.m., Monday to Friday, and a secure voicemail line, 317-233-7241, for when the line is busy or the call is outside those hours. IDOH's Report a Complaint page says the best way to complain is IDOH's online complaint form, and describes 1-800-246-8909 as a number for leaving a voicemail complaint. The statement gives all three, so clients can use whichever suits them.

Declining help

12. **A client may decline any task.** A client who receives attendant care services may decline help with any part of those services (IC 16-27-4-12.5(a)). Workers respect the client's choice, do not insist, and record on the visit record that the client declined that task that day. If declining a task seems to put the client at risk, the worker tells the office the same day, and the manager talks with the client about whether their service plan should change (Policy 1.8).

Living up to the statement

13. **Respect and dignity.** Every worker and member of staff treats each client with dignity, and treats the client's home and belongings with respect. Verbal, physical and psychological abuse of a client is never acceptable. Any worker who sees or suspects abuse, neglect or exploitation follows Policy 2.5 at once.
14. **No reprisal.** No client is subject to discrimination or reprisal for filing a grievance with Sample Home Care, LLC or with IDOH (IC 16-27-4-12(3); Policy 1.3).
15. **When a condition becomes unstable.** If the agency becomes aware that a client's medical or health condition has become unstable or unpredictable, it follows Policy 1.1. It may continue to provide personal services, but it does not manage, or present itself as able to manage, the client's medical or health condition (IC 16-27-4-8(b)).
16. **Keeping the statement current.** The manager updates the statement before giving it to any new client whenever the charges, the price increase notice period, the office hours,

the agency's telephone numbers, the manager or IDOH's complaint details change.

Procedure

1. **Preparing.** When services are about to begin, the manager or designee fills in the client's name on the current Statement of client rights.
2. **Explaining.** The manager or designee goes through the statement with the client, or their personal representative, in plain words, and offers to read it aloud. They explain how to change services, how to reach the manager at any hour, and how to complain to the agency and to IDOH, and answer questions.
3. **Signing.** The client, or their personal representative, signs and dates the statement, and the manager signs and dates it. The form records the date services began and the date the statement was given, which is no more than 7 days after services began.
4. **If the client is not ready to sign.** If the client or personal representative wants time to read the statement, the manager or designee leaves a copy and returns to collect the signature, still within 7 days after services began.
5. **Copies and filing.** The client keeps a signed copy. Office staff file the signed original in the client record and record the date on the client's start-of-services checklist.
6. **Ownership list requests.** When a client asks for the ownership list, the manager gives it to them in writing and notes the date in the client record.
7. **Price increases.** Before any increase in charges, the manager sends each affected client a written notice at least 30 days before the increase takes effect, and updates the charges in the statement.

Statement of client rights

Sample Home Care, LLC: Statement of client rights

Client name: _____

Sample Home Care, LLC is a personal services agency. This statement tells you your rights as our client, and how to reach us and the Indiana Department of Health (IDOH). We give it to you no later than 7 days after we start providing services to you.

1. Your property. You have the right to have your property treated with respect.

2. Changing your services. You have the right to temporarily suspend, permanently end, temporarily add or permanently add services in your service plan. Tell your worker, or call us at (317) 555-0100. You may also decline help with any part of your attendant care services, at any time.

3. Complaints without reprisal. You have the right to file a grievance about the services we provide or fail to provide, or about any lack of respect for your property by our agency. You will not be discriminated against or suffer any reprisal for filing a grievance.

4. Dignity. You have the right to be free from verbal, physical and psychological abuse, and to be treated with dignity.

5. Medical and health conditions. It is not within the scope of our personal services agency license to manage your medical and health conditions if a condition becomes unstable or unpredictable. If we become aware that your condition has become unstable or unpredictable, we will tell you, or your personal representative, a family member or another person you have named, that you need a referral for medical or health services. We may keep providing your personal services, but we cannot manage your medical or health condition.

6. Our charges. $30.00 per hour for all services, with a 3-hour minimum visit.

7. Price increases. We will tell you in writing at least 30 days before any increase in the cost of your services.

8. Office hours. Our office is open Monday to Friday, 8:00 a.m. to 5:00 p.m.

9. Our owners. If you ask, we will give you a written list of the names and addresses of everyone who has at least a 5% ownership or controlling interest in Sample Home Care, LLC.

10. Reaching our manager, day or night. Our manager is Jordan Lee. When our office is open, call (317) 555-0100 and ask for the manager. When our office is closed, call (317) 555-0199. The manager, or the alternate manager, Taylor Brooks, when the manager is unavailable, answers 24 hours a day.

11. Complaining to us. You, your family or your personal representative can complain to any of our staff, or to our manager by calling (317) 555-0100 (or (317) 555-0199 when the office is closed) or by writing to 100 Main Street, Suite 200, Indianapolis, IN 46204. We write down every complaint and look into it. Within 14 days of receiving your complaint, we will tell you what we found and what we will do.

12. IDOH and complaints. IDOH does not inspect personal services agencies as part of the licensing process, but it does investigate complaints about them.

13. Complaining to IDOH. You can complain to IDOH at any time, whether or not you have complained to us first:

- **Online:** IDOH's online complaint form, on IDOH's Report a Complaint page at www.in.gov/health/cshcr/report-a-complaint/. IDOH says this is the best way to complain, and you can upload documents or photos with it.
- **Phone:** IDOH's toll-free complaint line, 1-800-246-8909, during IDOH's business hours: 8:15 a.m. to 4:45 p.m., Monday to Friday. IDOH's complaint page describes this number as a line for leaving a voicemail complaint.
- **Voicemail:** if the line is busy or you call outside those hours, call IDOH's secure voicemail line, 317-233-7241, and leave a short message about your concern with your name and phone number.

By signing below, you confirm that you have received this statement and that it has been explained to you.

Client: _____ Signature: _____ Date: _____

Personal representative, if signing for the client: _____ Relationship to the client: _____ Signature: _____ Date: _____

Manager: Jordan Lee Signature: _____ Date: _____

Date services began: _____ Date this statement was given: _____

Responsibilities

- **Manager (Jordan Lee):** keeps the statement current; makes sure every client receives it within 7 days after services begin; signs each client's statement; gives the ownership list on request; sends written notice of price increases.
- **Alternate manager (Taylor Brooks):** signs statements for the manager when acting for the manager under the written designation.
- **Manager's designees:** go through the statement with clients when assigned.
- **Office staff:** file signed statements and record the date given; tell the manager if any statement is not signed by day 7.
- **Workers:** respect every right in the statement; respect a client's choice to decline a task; pass on complaints (Policy 1.3) and concerns about abuse (Policy 2.5).

Records

In the client record (Policy 2.7):

- the signed Statement of client rights, with the date services began and the date it was given;
- each written notice of a price increase;
- the date of any ownership list given on request;
- visit records showing any task the client declined.

The manager keeps each version of the statement template, with the dates it was in use. These records are kept for at least 7 years, as Policy 1.5 sets out.

Recommended practice

- Give the statement at the planning meeting before services begin (Policy 1.8), so the client knows their rights from the first visit.
- When anything in the statement changes, give each current client the updated statement too.
- Offer the statement in large print, or in another language the client reads, where possible.
- Check IDOH's complaint numbers and web page each time the statement is printed, and update the statement if they have changed.

Rule basis

> The personal services agency shall provide the client or the client's personal representative with the personal services agency's written statement of client rights not more than seven (7) days after providing services to the client. The statement of client rights must include the following information: (1) The client has the right to have the client's property treated with respect. (2) The client has the right to temporarily suspend, permanently terminate, temporarily add, or permanently add services in the service plan. (3) The client has the right to file grievances regarding services furnished or regarding the lack of respect for property by the personal services agency and is not subject to discrimination or reprisal for filing a grievance. (4) The client has the right to be free from verbal, physical, and psychological abuse and to be treated with dignity. (5) A statement that it is not within the scope of the personal services agency's license ... to manage the medical and health conditions of the client if a condition becomes unstable or unpredictable. (6) The charges for services provided by the personal services agency. (7) The personal services agency's policy for notifying the client of any increase in the cost of services. (8) The hours the personal services agency's office is open for business. (9) That on request the personal services agency will make available to the client a written list of the names and addresses of all persons having at least a five percent (5%) ownership or controlling interest in the personal services agency. (10) The procedures for contacting the personal services agency's manager, or the manager's designee, while the personal services agency's office is open or closed. (11) The procedure and telephone number to call to file a complaint with the personal services agency. (12) That the state department does not inspect personal service agencies as part of the licensing process but does investigate complaints concerning personal service agencies. (13) The procedure and telephone number to call to file a complaint with the state department along with the business hours of the state department.
>
> `IC 16-27-4-12`

> (a) A client who receives attendant care services may decline assistance with any component of the attendant care services, including the use of lift equipment. (b) Nothing in this chapter shall be construed to require a client to use lift equipment when lift services are provided.
>
> `IC 16-27-4-12.5`

> The personal services agency's manager or the manager's designee shall be available to respond to client telephone calls twenty-four (24) hours a day.
>
> `IC 16-27-4-14`

> The manager may designate in writing one (1) or more individuals to act on behalf of or to perform any or all the responsibilities of the personal services agency's manager under this chapter.
>
> IC 16-27-4-9(b)

> "personal representative" means a person who has legal authority to act on behalf of the client with regard to the action to be taken.
>
> IC 16-27-4-3

> (b) The personal services agency may continue to provide personal services for a client with an unstable or unpredictable medical or health condition but may not manage or represent itself as able to manage the client's medical or health condition.
>
> IC 16-27-4-8(b)

> 9. Copy of the agency's Client Rights Statement (IC 16-27-4-12) a. Submit policy and procedure b. Submit client rights statement that agency will provide to clients
>
> State Form 53391 (R4 / 9-18), Section VIII, item 9

> Client Rights Statement Procedure (IC 16-27-4-12) Submit agency's policy and procedure List the Individual Rights, according to the IC Code shown above Ensure the Clients rights form is signed and dated by both the Client and the agency's manager. IDOH, Initial Application for License to Operate a Personal Services Agency: instruction letter (last updated 08.2022; saved October 2, 2026), Client Rights Statement
>
> (6) The charges for services provided by the personal services agency. (Please include your agency information)
>
> IDOH-HCBC/PSA-1, Personal Service Agency License Requirements (effective March 26, 2024), client rights item 6

> Toll-free Complaint Report Line: 1-800-246-8909 (available during state business hours 8:15 am – 4:45 pm Monday-Friday.). If the complaint report line is busy, or you are calling outside of state business hours, you may call the voicemail line at 317-233-7241. Please leave a brief message regarding your concerns along with your name and phone number on the secure voicemail line.
>
> IDOH-HCBC/PSA-1, Personal Service Agency License Requirements (effective March 26, 2024), client rights item 13

> The best way to submit a complaint is by using the online complaint form ... You may also upload supporting materials, such as documents, photos, or videos through the online form. ... If you do not have access to the internet or email, you may call 1 (800) 246-8909 and leave a voicemail complaint.
>
> IDOH, Report a Complaint (last updated June 29, 2026)

> Anyone may submit a complaint to IDOH … IDOH is available to receive complaints against … personal service agencies
>
> IDOH, Personal Care Services Agency (PSA) Licensing Program page (last updated September 1, 2026)

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