SAMPLE POLICY

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

This is Policy 6.1 of the 31 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.

Your copy is filled in with your own agency's details and choices: https://www.carerulebook.com/us/kansas/home-care/manual

POLICY 6.1

Clients' bill of rights and acknowledgment

K.A.R. 28-51-111 · K.A.R. 28-51-103(b)(1)(H) · K.A.R. 28-51-110(e) · K.A.R. 28-51-117(c)(8) · KDHE Instruction Guide, Client Rights (1)-(2) and ANE (2) (guidance) · DCF Adult Protective Services page (report line)

Purpose

To set out the bill of rights that the governing body of Sample Home Care, LLC establishes for every client (K.A.R. 28-51-111(a)), how each client receives it in writing (K.A.R. 28-51-103(b)(1)(H)) and signs to acknowledge it, and what staff do to respect each right.

KDHE folders. This policy answers Client Rights item 1 (a policy for client rights). The clients' bill of rights and acknowledgment at the end of the Procedure answers Client Rights item 2 and ANE item 2 (a sample copy of the client rights form given to each client, with the client's or designee's signed and dated acknowledgment of receipt), and goes in both folders.

Scope

This policy applies to every client of Sample Home Care, LLC and, where a client has one, to their guardian or other legal representative. It applies to the governing body, Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen; the administrator, Jordan Lee; the alternate administrator, Casey Morgan; the Client Care Manager, Avery Quinn, and any other manager; office staff; and every supportive care worker.

Policy

The bill of rights (K.A.R. 28-51-111(a))

1. **Established by the governing body.** The governing body, Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen, establishes Sample Home Care, LLC's bill of rights by adopting this policy and the clients' bill of rights below (Policy 1.2, Adopting, revising and approving policies; the KDHE folder index). The bill of rights applies equally to every client.

2. **The rights.** Every client of Sample Home Care, LLC has the 15 rights below, in the order K.A.R. 28-51-111(a) lists them. After each right is what staff do to respect it.
    1. **To choose health care professionals and to communicate with them.** Clients choose their own physician, pharmacist and other providers. Staff never steer a client toward or away from a provider, and help a client contact their providers when asked (for example by dialing the phone). Sample Home Care, LLC's workers are not health care professionals and give no nursing care (Policy 4.9, Nursing services (not provided) and no prefilling of insulin syringes).
    2. **To take part in planning their plan of care, and to get appropriate instruction and education about it.** The Client Care Manager develops the plan of care with the client, explains it in plain words, and answers questions about it (Policy 4.3, Client assessment, admission note and plan of care).
    3. **To services provided without discrimination as to race, color, creed, sex, or national origin.** Sample Home Care, LLC accepts clients, assigns workers and provides services without regard to any of these, or to any other characteristic the law protects.
    4. **To receive services only if Sample Home Care, LLC can provide safe, professional care at the level of intensity needed.** Sample Home Care, LLC admits a client, and keeps serving them, only when it can meet their needs safely within its license (Policy 4.1, Client acceptance and admission criteria). When a client's needs go beyond that, the Client Care Manager discusses a referral with the client (Policy 4.11, Discharge, transfer and referral).
    5. **To reasonable continuity of care.** Sample Home Care, LLC sends the same workers wherever it can, tells the client before a new worker comes wherever it can, covers absences, and keeps services going in emergencies (Policy 4.12, Emergency procedures).
    6. **To be advised in advance of any change in the plan of care before the change is made.** The Client Care Manager tells the client about any change to the plan of care, and why, before it is made (Policy 4.3).
    7. **To confidentiality of all client records, communications, and personal information.** Staff keep client information confidential, and Sample Home Care, LLC releases it only as Policy 5.1 (Client records: contents, notes, retention, safeguarding and release) allows. The client's or guardian's written consent is required for the release of information if that release is not required by law (K.A.R. 28-51-110(e)).
    8. **To review all of their health records,** unless a physician, nurse practitioner, clinical nurse specialist or physician assistant has recorded in the client record that this is medically contraindicated. The Client Care Manager or administrator arranges the review as Policy 5.1 sets out.
    9. **To be referred to another home health agency if denied services for any reason.** When Sample Home Care, LLC declines to admit a client, or ends or reduces their services, it offers a referral to another home health agency (Policies 4.1 and 4.11).

10. **To voice grievances and suggest changes in services or the staff providing them, without fear of reprisal or discrimination.** Clients may raise any concern with any staff member or with Jordan Lee, Administrator. No client's services are reduced, delayed or ended, and no client is treated differently, because they complained (Policy 6.3, Grievances and complaints).
11. **To be fully informed, before receiving care, of Sample Home Care, LLC's policies and charges, including eligibility for and the extent of payment from third-party sources, and of how much the client may have to pay.** This happens before the first visit, through the service agreement (Policy 6.2, Service agreement, charges and payment).
12. **To be free from verbal, physical, and psychological abuse, and to be treated with dignity.** Staff never shout at, mock, threaten, ignore, hit or roughly handle a client. Any concern about abuse, neglect or exploitation is reported as Policy 3.1 (Abuse, neglect and exploitation: reporting, training and investigation) sets out.
13. **To have their property treated with respect.** Staff ask before using or moving a client's belongings, never borrow or take anything, and tell the Client Care Manager the same day if they break or lose something.
14. **To be advised in writing of the department's toll-free complaint telephone number.** The clients' bill of rights below gives it (item 9).
15. **To be free from the use of restraints in the home setting.** Staff never use restraints (items 5 and 6).

3. **What these rights mean at every visit.** Workers address clients by the name they prefer; knock or ring and wait before entering; keep the client covered and doors closed during personal care; ask before touching the client or their belongings; and respect the client's routines, culture, faith and choices within the plan of care.

Three further rights KDHE lists (K.A.R. 28-51-111(b))

4. KDHE's Instruction Guide for this license lists, under Client Rights, three further rights from K.A.R. 28-51-111(b). The rule itself gives those three rights to patients, meaning people receiving home health services or HCBS, which Sample Home Care, LLC does not provide. Because KDHE asks for them, Sample Home Care, LLC includes them in its bill of rights, worded for supportive care, and respects them as follows:
    1. **To request information, in terms the client and family can readily understand, so they can give informed consent.** The Client Care Manager explains the supportive care services Sample Home Care, LLC proposes, other ways the client could get the help, and any risks, in plain words. Questions about the client's diagnosis, prognosis or medical treatment are answered by the client's own health care provider, because Sample Home Care, LLC makes no diagnosis and gives no treatment.
    2. **To refuse services, and to be told what refusing may mean.** A worker never forces or pressures a client to accept care, records any refusal on the visit record, and tells the Client Care Manager, who talks with the client about what the refusal may mean for

them and suggests they ask their own health care provider about any health consequences (Policy 4.6, Communication with the manager and changes in a client's condition).

3. **To be told in advance which services will be provided and how often visits are planned.** This is in the service agreement and plan of care (Policies 6.2 and 4.3).

No restraints (K.A.R. 28-51-111(a)(15))

5. **Staff never use restraints.** No one working for Sample Home Care, LLC ties, holds down or straps a client; raises bed rails, fastens a belt or tucks bedding to keep a client from moving; locks a client in a room or in their home; places furniture to keep a client from moving; or gives, offers or suggests any medicine to calm or sedate a client. A device the client chooses and can release on their own (for example a wheelchair seat belt the client can unbuckle) is not a restraint, by Sample Home Care, LLC's reading.
6. **Devices others use.** If a worker finds that the client's family or another provider uses something that keeps the client from moving freely, the worker does not apply, fasten or lock it, and tells the Client Care Manager the same day. The Client Care Manager talks with the client and family, records the discussion and what was agreed in the client record, and follows Policy 3.1 if there is any concern about abuse or neglect.

Giving the rights in writing (K.A.R. 28-51-103(b)(1)(H))

7. **Before services begin.** The administrator must ensure that every client admitted to Sample Home Care, LLC receives the bill of rights in writing. The Client Care Manager does this for the administrator at the admission visit, before the first visit of care, by giving the client a copy of the clients' bill of rights below and going through it with them. Where the client has a guardian or other legal representative, they receive a copy too. The administrator checks on the admission checklist (Policy 4.1) that it was done.
8. **In a way the client understands.** The Client Care Manager explains the rights in plain words, reads them aloud if that helps, and arranges large print or an interpreter where the client needs it.
9. **The complaint number in writing.** K.A.R. 28-51-111(a)(14) gives clients the right to be told in writing about the department's toll-free complaint telephone number. The bill of rights gives the KDHE Abuse, Neglect, and Exploitation Complaint Hotline, **1-800-842-0078**, the toll-free number KDHE's Instruction Guide names. By Sample Home Care, LLC's reading, it is the number the rule means. Sample Home Care, LLC will update the bill of rights if KDHE names a different number. The bill of rights also tells clients how to raise a concern with Sample Home Care, LLC (Policy 6.3) and where to report suspected abuse, neglect or exploitation (Policy 3.1).
10. **Signed acknowledgment.** The client, or their designee, signs and dates the acknowledgment on the bill of rights to show they received it. If the client cannot sign, their guardian or other legal representative signs. If the client declines to sign, the Client Care Manager writes that on the form, with the date and any reason given. The client keeps a copy, and the signed form is filed in the client record (Policy 5.1).

11. **When the bill of rights changes.** When the governing body changes the bill of rights, or a number in it changes, the Client Care Manager gives each current client the updated version and asks for a new signed acknowledgment.

Staff know the rights

12. Every supportive care worker is trained in the clients' bill of rights and shows knowledge of it before working with a client without the Client Care Manager present, and every year after (K.A.R. 28-51-117(c)(8); Policy 2.6, Orientation, training and competency). All staff read this policy at orientation.

Procedure

Before services begin

1. At the admission visit, the Client Care Manager gives the client (and any guardian or legal representative) the clients' bill of rights below, goes through it, answers questions, and asks the client or designee to sign and date the acknowledgment (Policy items 7 to 10).
2. The Client Care Manager leaves a copy with the client, files the signed acknowledgment in the client record, and checks it off on the admission checklist (Policy 4.1). No visit of care takes place before this is done.

During services

3. Staff respect every right as Policy item 2 describes, record and report refusals (Policy item 4), and report any restraint concern the same day (Policy items 5 and 6).
4. At each three-monthly supervisory visit, the Client Care Manager asks the client whether they are satisfied with their services (Policy 4.10, Supervision of supportive care workers), and passes any concern to Jordan Lee, Administrator (Policy 6.3).
5. When the bill of rights changes, the Client Care Manager follows Policy item 11.

Each year

6. By November 1, 2027, the administrator checks every phone number in the bill of rights, updates it if anything has changed, and records the check.

Sample Home Care, LLC: Clients' bill of rights and acknowledgment

Kansas home health agency license, Non-Medical Supportive Care Services.

As a client of Sample Home Care, LLC, you have the right:

1. to choose your health care professionals, and to communicate with them;
2. to take part in planning your plan of care, and to receive appropriate instruction and education about it;
3. to receive services without discrimination as to race, color, creed, sex, or national origin;
4. to receive services only if we are able to provide safe, professional care at the level of intensity you need;

5. to reasonable continuity of care;
6. to be told in advance of any change in your plan of care, before the change is made;
7. to confidentiality of all your client records, communications and personal information. We release information about you only with your written consent or your guardian's, unless the law requires the release;
8. to review all of your health records, unless your physician, nurse practitioner, clinical nurse specialist or physician assistant has recorded in your client record that this is medically contraindicated;
9. to be referred to another home health agency if we deny you services for any reason;
10. to voice grievances and suggest changes in your services or in the staff who provide them, without fear of reprisal or discrimination;
11. to be fully informed of our policies and charges before you receive care, including whether a third party (such as an insurer) may pay and how much, and how much you may have to pay yourself;
12. to be free from verbal, physical and psychological abuse, and to be treated with dignity;
13. to have your property treated with respect;
14. to be told in writing about the toll-free complaint number of the Kansas Department of Health and Environment (KDHE), which is below; and
15. to be free from the use of restraints in your home. Our staff never use restraints of any kind.

KDHE's guidance for this license also lists these rights. You also have the right:

1. to ask for information, in terms you and your family can readily understand, so you can give informed consent. We explain the services we propose, other options and any risks. Questions about your diagnosis, prognosis or medical treatment are answered by your own health care provider;
2. to refuse services, and to be told what refusing may mean for you; and
3. to be told in advance which services we will provide and how often we plan to visit.

How to raise a concern or complaint

You can tell any member of our staff, or contact Jordan Lee, Administrator directly:

- Phone: (316) 555-0100 (Monday to Friday, 8:00 a.m. to 5:00 p.m.)
- Email: office@samplehomecare.com
- Letter: 100 Main Street, Suite 200, Wichita, KS 67202

We will look into it and tell you what we found and what we will do. Your services will not be reduced, delayed or ended because you complained. You may also contact the organizations below at any time, whether or not you have complained to us first.

Organization	What for	How to contact
Kansas Department of Health and Environment (KDHE)	Complaints about Sample Home Care, LLC, and reports of abuse, neglect or exploitation	Toll-free: 1-800-842-0078
Kansas Department for Children and Families (DCF)	Reports of suspected abuse, neglect or exploitation of an adult or a child	1-800-922-5330
Emergency services	Immediate danger	911

Acknowledgment

I received a copy of Sample Home Care, LLC's clients' bill of rights. It was explained to me and I was able to ask questions.

Client name: _____

Client signature: _____ Date: _____

Or signed by the client's designee, guardian or other legal representative (name and relationship): _____

Signature: _____ Date: _____

☐ The client declined to sign. Reason, if given: _____

Given and explained by (name and title): _____ Date: _____

Responsibilities

- **Governing body (Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen):** establishes the bill of rights by adopting this policy, and approves any change to it.
- **Administrator (Jordan Lee), or the alternate administrator (Casey Morgan) in their absence:** ensures every client admitted receives the bill of rights in writing; checks the phone numbers each year.
- **Client Care Manager (Avery Quinn) and any other manager:** gives and explains the bill of rights at admission and gets the signed acknowledgment; tells clients in advance of plan of care changes; follows up refusals and restraint concerns; asks about client satisfaction at supervisory visits.
- **All staff:** respect every right in this policy; never use restraints; pass on any grievance (Policy 6.3) and any concern about abuse, neglect or exploitation (Policy 3.1); never treat a client differently because they complained.

Records

- In each client record (Policy 5.1): the signed and dated acknowledgment (or the note that the client declined to sign), any updated acknowledgments, refusals of services, and discussions about restraint devices.

- At the office: each version of the clients' bill of rights with the date the governing body adopted it (Policy 1.2), and the yearly check of the phone numbers.

Recommended practice

These are Sample Home Care, LLC's own practices. The rules do not set them:

- Leave a one-page copy of the bill of rights and the key numbers somewhere easy to find in the client's home.
- Give the bill of rights in the client's preferred language where Sample Home Care, LLC can arrange a translation.
- Include the administrator's name and how to reach them on the copy given to the client. KDHE's drafted rewrite would require this (see Proposed changes).

Rule basis

> Each governing body shall establish a bill of rights that shall be equally applicable to all patients and clients. The following provisions shall be included in the patients' and clients' bill of rights: (1) The right to choose health care professionals and the right to communicate with those health care professionals; (2) the right to participate in the planning of the patient's or client's plan of care and the right to appropriate instruction and education regarding the plan of care; (3) the right to home health services, HCBS, and supportive care services that are provided without discrimination as to race, color, creed, sex, or national origin; (4) the right to receive home health services, HCBS, or supportive care services only if the licensee has the ability to provide safe, professional care at the level of intensity needed; (5) the right to reasonable continuity of care; (6) the right to be advised in advance of any change in the plan of care before the change is made; (7) the right to confidentiality of all clinical records and client records, communications, and personal information; (8) the right to review all health records pertaining to the patient or client unless medically contraindicated in the clinical record or client record by the physician, nurse practitioner, clinical nurse specialist, or physician assistant; (9) the right to be referred to another home health agency if the patient or client is denied home health services, HCBS, or supportive care services for any reason; (10) the right to voice grievances and suggest changes in home health services, HCBS, and supportive care services or the staff providing the home health services, HCBS, and supportive care services, without fear of reprisal or discrimination; (11) the right to be fully informed of home health agency policies and charges for home health services, HCBS, and supportive care services, including eligibility for, and the extent of payment from third-party reimbursement sources, before receiving care. Each patient and client shall be informed of the extent to which payment could be required from the patient or client; (12) the right to be free from verbal, physical, and psychological abuse and to be treated with dignity; (13) the right to have the patient's or client's property treated with respect; (14) the right to be advised in writing of the availability of the department's toll-free complaint telephone number; and (15) the right to be free from the use of restraints in the home setting.
>
> `K.A.R. 28-51-111(a)`

> Each governing body shall establish a bill of rights that shall be applicable to all patients, in addition to the rights specified in subsection (a). The following provisions shall be included in the patients' bill of rights: (1) The right to request information about the diagnosis, prognosis, and treatment, including alternatives to treatment and risks involved, in terms that the patient and the patient's family can readily understand in order to give informed consent; (2) the right to refuse home health services or HCBS and the right to be informed of the possible health consequences of any refusal; and (3) the right to be advised in advance of the home health services or HCBS that will be provided and the frequency of visits proposed to be provided.
>
> `K.A.R. 28-51-111(b)`

> ensure that each patient or client admitted to the home health agency receives, in writing, the patients' and clients' bill of rights specified in K.A.R. 28-51-111.
>
> `K.A.R. 28-51-103(b)(1)(H)`

> "Client" means an individual receiving only supportive care services from a home health agency.
>
> `K.A.R. 28-51-100(i)`

> The patient's, client's, or guardian's written consent shall be required for release of information not required by law.
>
> `K.A.R. 28-51-110(e)`

> knowledge of the clients' bill of rights specified in K.A.R. 28-51-111;
>
> `K.A.R. 28-51-117(c)(8)`

> A Policy for Client Rights (1)
> KDHE, Home Health Agency Non-Medical Supportive Care Services Application Submission Requirements and Instruction Guide (reviewed/revised 03/2024), Client Rights
>
> Sample Copy of the Client Rights form given to each client/responsible party indicating the acknowledgement of receipt by the client or the designee, including signature and date. (2)
>
> `KDHE Instruction Guide, Client Rights (2) and ANE (2)`

> The policy must include the phone number for reporting for Kansas: KDHE Abuse, Neglect, and Exploitation Complaint Hotline: 1-800-842-0078.
>
> `KDHE Instruction Guide, Abuse, Neglect and Exploitation`

> Report Child or Adult Abuse or Neglect 1-800-922-5330
>
> `Kansas Department for Children and Families, Adult Protective Services page (archived April 21, 2026)`

Notes on readings: K.A.R. 28-51-111(a)(14) refers to "the department's toll-free complaint telephone number" without giving it. The only toll-free KDHE complaint number in KDHE's published guidance for this license is the Abuse, Neglect, and Exploitation Complaint Hotline, so Sample Home Care, LLC gives that number (item 9). K.S.A. 65-5107 separately describes complaints made through a hotline maintained by the Kansas Department for Aging and Disability Services; KDHE has not published a separate number for it in its guidance for this license. KDHE's Instruction Guide lists the K.A.R. 28-51-111(b) rights under Client Rights, but the rule gives them to patients; Sample Home Care, LLC includes them because KDHE asks for them, worded for an agency that gives no diagnosis or treatment (item 4). The rules do not define a restraint; the examples and the exception for a device the client can release in item 5 are Sample Home Care, LLC's reading.

Proposed changes

KDHE has drafted a rewrite of K.A.R. 28-51 and summarized it on September 8, 2025. As of October 2, 2026, no notice of hearing had been published in the Kansas Register, so there is no official text, comment period or effective date, and the current K.A.R. 28-51-111 still applies. The draft would:

- add a ban on any form of restraint by a home health agency, with a definition giving examples such as medications, mechanical devices, physical force and seclusion (K.A.R. 28-51-103, proposed). Item 5 already bans restraints by staff;
- require each client and legal guardian to be notified of, given and sign for the bill of rights (K.A.R. 28-51-111, proposed). Items 7 to 10 already do this; and
- extend to clients the right to be told in advance which services will be provided and how often (K.A.R. 28-51-111, proposed), which item 4 already gives.

At its October 2025 listening session, KDHE also described informing clients of their rights in a language and manner they understand, and giving the administrator's contact information at the initial visit.

When the rewrite is proposed, Sample Home Care, LLC will compare it with this policy and update the policy and the clients' bill of rights once it is adopted.

Adopted November 1, 2026 · Next review November 1, 2027