SAMPLE POLICY

Sample policy from the CareRulebook Oklahoma manual. Fictional agency. Rule-verified on October 9, 2026.

This is Policy 3.1 of the 33 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/oklahoma/home-care/manual

POLICY 3.1

Client rights and responsibilities, and client autonomy

OAC 310:662-3-2(a), (b)(1)-(8) · OAC 310:662-3-6(b)(4) · OAC 310:662-1-2 (definitions: Autonomy, Client, Client's representative) · 63 O.S. 1-1964(4) · OSDH Licensure Applications and Forms page (contact information) · OSDH Frequently Asked Questions: Complaints · Oklahoma Human Services Report Abuse page

Purpose

To set out how Sample Home Care, LLC gives every client its written statement of clients' rights and responsibilities, explains it, and records that it did (OAC 310:662-3-2), and the efforts it makes to maximize each client's autonomy (OAC 310:662-3-6(b)(4)).

The forms are at the end of the Procedure section: the Statement of Client Rights and Responsibilities, with its eight required elements in the rule's order, and the acknowledgment kept in the client's record.

Scope

This policy applies to every client of Sample Home Care, LLC and every client's representative. It applies to the administrator, Jordan Lee; the supervising registered nurse, Avery Quinn, RN, and the alternate, Casey Morgan, RN; office staff; and every caregiver. It also applies to the person who supervises companion services, Jordan Lee, and to clients who receive companion or sitter services only.

In this policy:

- A **client** is the consumer, patient or individual who receives the services of a home care agency or a companion or sitter service (OAC 310:662-1-2).
- A **client's representative** is the client's legal guardian, or a person the client or the client's legal guardian has authorized to help the client receive home care services (OAC 310:662-1-2).

- **Autonomy** means the capacity to be self-determining, to make choices in line with one's own goals and values (OAC 310:662-1-2).
- **Admission** is the start of services for a client. The rules do not define it; this is Sample Home Care, LLC's reading.

Policy

The written statement (OAC 310:662-3-2(a))

1. Sample Home Care, LLC has a written statement of clients' rights and responsibilities governing its services: the **Sample Home Care, LLC: Statement of Client Rights and Responsibilities** at the end of this policy. The Home Care Act requires the rules to include a requirement that each licensed agency create a statement of clients' rights and responsibilities and disclose it to its clients (63 O.S. 1-1964(4)).
2. **Every client gets it.** The statement must be made available and explained to each client or client's representative. Because the rules define a client as anyone who receives the services of a home care agency or a companion or sitter service, Sample Home Care, LLC gives it to every client, whatever services they receive.
3. **Verbally and in writing, before or at admission.** The information must be provided verbally and in writing before or at admission, and documented in the client's record. Sample Home Care, LLC gives the client a copy of the statement and goes through it with the client, and with the client's representative if there is one, at the initial in-home assessment visit (Policy 3.4), and in every case before or at admission.
4. **Documented in the client's record.** The person who explains the statement completes the **Sample Home Care, LLC: Acknowledgment of the Statement of Client Rights and Responsibilities**, and it is filed in the client's record (Policy 3.9). If the client or representative will not or cannot sign, the person who explained the statement records that on the form, with the date and the reason. Services do not start until the statement has been given and explained.
5. **Who explains it.** The supervising registered nurse, the alternate, or the administrator explains the statement. For a client who receives companion or sitter services only, the person who supervises companion services, Jordan Lee, may explain it.
6. **Made available.** A copy of the current statement is kept at the office and given to any client or representative who asks for one.

What the statement says (OAC 310:662-3-2(b))

7. The statement must include, but is not limited to, the following eight elements. The statement at the end of this policy covers each one, in the rule's order:
    1. **Services, unit charges and billing.** A description of available services, unit charges and billing process. Any changes in fees or billing must be given to the client orally and in writing as soon as possible but no later than 30 calendar days from the date the agency becomes aware of a change. Unit charge information must be disclosed to the client even if the service is provided through third party payment. The

statement gives Sample Home Care, LLC's charges and billing terms, and each client's own services and charges are set out in their service agreement (Policy 3.2).

2. **Planning the care.** The client's or client representative's right to participate in the planning of the care to be furnished, the disciplines that will furnish care, the frequency of visits or hours proposed, the title of the person supervising the client's care, and how that person may be contacted. The client's plan of care gives the services, caregivers and hours for that client (Policy 3.5).
3. **Changes to the plan of care.** The right of the client or client's representative to be advised in advance of any change in the plan of care (Policy 3.5).
4. **The client's responsibilities.** To treat agency personnel with respect, to disclose pertinent health related information accurately, and to tell agency personnel when instructions cannot be understood or followed.
5. **Confidentiality.** An explanation of the confidential treatment of all client information kept by the agency, and the requirement for written consent for release of information to persons not otherwise authorized by law to receive it (Policy 3.10).
6. **Respect.** The right of the client to have the client's property and person treated with respect.
7. **Grievances.** An explanation of the agency's grievance procedure, and the right of the client or client's representative to register a grievance with the agency, regarding treatment or care received, without reprisal or discrimination from the agency (Policy 3.3).
8. **Complaints to OSDH.** Information that a complaint against the agency may be directed to OSDH (Policy 3.3).

8. **OSDH's address (our reading).** The rule tells the statement to direct clients to register complaints with OSDH at 1000 N.E. Tenth, Oklahoma City. OSDH has since moved: its Licensure Applications and Forms page gives 123 Robert S. Kerr Ave., Suite 1702, Oklahoma City, OK 73102-6406, and its complaints page gives the complaint phone number, fax and email. A statement that sends clients to an address OSDH no longer uses would not tell them where complaints may be directed, so Sample Home Care, LLC's statement names OSDH and prints its current address and complaint contacts. OSDH plans to update the address in the rule (see Proposed changes). If OSDH tells Sample Home Care, LLC to print the rule's address as well, the administrator adds it.
9. **Keeping it current.** When Sample Home Care, LLC's services, charges, billing process, supervising registered nurse, office hours or OSDH's contact details change, the administrator updates the statement. A change in fees or billing reaches each client as Policy 3.2 sets out. Other changes go to current clients in an updated copy at their next supervisory visit (Policy 3.7), or sooner.

Efforts to maximize client autonomy (OAC 310:662-3-6(b)(4))

10. Sample Home Care, LLC's client care policies include efforts to maximize client autonomy. Staff support each client's capacity to make their own choices, in line with

their own goals and values. In particular:

1. **Planning.** The plan of care is developed after consultation with the client or the client's representative (Policy 3.5). The supervising registered nurse asks what the client wants from Sample Home Care, LLC's help, how and when they want each task done, and what they want to keep doing for themselves, and writes the plan around those answers.
2. **Doing for themselves.** Caregivers help with what the plan of care sets out and encourage the client to do the parts of each task they can do safely themselves, as the plan describes.
3. **Everyday choices.** Caregivers ask the client's preferences, for example about the order of tasks, clothing, bathing times and routines, and follow them within the plan of care.
4. **Saying no.** A client may refuse any task or visit. The caregiver does not force or pressure the client, explains what the task is for if the client wants to know, records the refusal in the service note (Policy 3.9), and tells the supervising registered nurse the same day. The nurse talks with the client about whether the plan of care should change (Policy 3.5).
5. **The representative's role.** Staff involve a representative to the extent the client wants, or to the extent of a guardian's legal authority. Staff speak to the client directly, even when a representative is present.
6. **Privacy and dignity.** Caregivers knock and wait before entering a room, keep the client covered during personal care, and treat the client's belongings and home as the client's own.

11. **Respect.** Every employee treats each client's property and person with respect, as the statement promises. Misuse or misappropriation of a client's property is barred by Sample Home Care, LLC's standards of practice (Policy 1.6). Suspected abuse, neglect or exploitation is reported under Policy 3.11.

Procedure

1. **Before the assessment visit.** The office prints the current statement and the acknowledgment for the new client and gives them to the person making the visit.
2. **At the visit (before or at admission).** The supervising registered nurse, the alternate or the administrator gives the client, and any representative, a copy of the statement, goes through each element aloud, answers questions, and makes sure the client knows the supervising nurse's name and how to reach them.
3. **Acknowledgment.** The client or representative signs the acknowledgment. The person who explained the statement signs it too, or records why the client or representative did not sign.
4. **Filing.** The office files the acknowledgment in the client's record (Policy 3.9). Services start only after the statement has been given and explained and the acknowledgment

signed, or the reason for no signature recorded; the office then files it in the client's record.

5. **Updates.** When the statement changes, the administrator dates the new version, keeps the old version with the manual, and arranges for current clients to get the new copy as item 9 sets out, recorded on a new acknowledgment.
6. **Autonomy in practice.** Caregivers learn item 10 in orientation (Policy 2.5). The supervising registered nurse checks at supervisory visits that caregivers follow the client's preferences and record refusals (Policy 3.7).

Sample Home Care, LLC: Statement of Client Rights and Responsibilities

Sample Home Care, LLC is a home care agency licensed by the Oklahoma State Department of Health (OSDH). This statement tells you about your rights and responsibilities as our client. We give it to you, and explain it, before or when your services start. Please keep it.

Office: 100 Main Street, Suite 200, Oklahoma City, OK 73102. Phone: (405) 555-0100. Office hours: Monday to Friday, 8:00 a.m. to 5:00 p.m. Outside office hours, call (405) 555-0199.

1. Our services, unit charges and billing

- We provide personal care in your home: help with getting out of bed, walking, exercise, using the toilet, dressing, eating and bathing, and other personal needs.
- We also provide companion services: help with household tasks, shopping, meal preparation or planning, companionship, letter writing and socializing.
- If you want them, we remind you when it is time to take your medication. We do not open containers, fill pill organizers, hand you medication or give it to you.
- We do not provide nursing care or any other skilled care (for example, injections, wound care or giving medication). Our registered nurse assesses your needs, writes your plan of care and supervises your care.
- Our charges (unit charges): $32.00 per hour, with a 2-hour minimum visit.
- How we bill: Invoiced every two weeks; due within 14 days by card or bank transfer.
- How clients pay for our services: Private pay and long-term care insurance. We tell you our unit charges even if someone else, such as an insurer, pays for your services.
- Your service agreement lists your own services and their charges.
- If our fees or billing change, we tell you by speaking with you and in writing, as soon as possible and no later than 30 calendar days from the date we become aware of the change.

2. Planning your care

You, or your representative, have the right to take part in planning the care we give you. Your plan of care tells you:

- the care we will give, and who gives it: our registered nurse assesses you, writes your plan of care and supervises your care; your personal care is given by certified home

health aides, certified nurse aides, or personal care workers trained by our registered nurse; companion services are given by our companions;
- how often we will visit, or the hours of service we propose; and
- who supervises your care, and how to reach them.

The person supervising your care is our **supervising registered nurse**, Avery Quinn, RN. You can reach the nurse through our office at (405) 555-0100 during office hours, and at (405) 555-0199 at any other time. If you receive companion services only, the person supervising them is Jordan Lee, whom you can reach the same way.

3. Changes to your plan of care

You, or your representative, have the right to be told in advance of any change in your plan of care.

4. Your responsibilities

You, or your representative, are responsible for:

- treating our staff with respect;
- telling us accurately about your health when it matters for your care; and
- telling our staff when you cannot understand or follow an instruction.

5. Confidentiality

We keep all the information we hold about you confidential. We release it to people who are not otherwise allowed by law to receive it only with your written consent, or your representative's.

6. Respect

You have the right to have your property and your person treated with respect.

7. Grievances

You, or your representative, have the right to make a complaint (a grievance) to us about the treatment or care you receive, without reprisal or discrimination from us. To make one, tell any of our staff, call the office at (405) 555-0100, write to us at 100 Main Street, Suite 200, Oklahoma City, OK 73102, or use our grievance form. The administrator looks into every grievance and gives you a written answer within 10 calendar days. We will not treat you any differently because you made a complaint.

8. Complaints to OSDH

You may also direct a complaint about Sample Home Care, LLC to the Oklahoma State Department of Health at any time, whether or not you have made a grievance to us. Register complaints with:

Oklahoma State Department of Health, Medical Facilities Service 123 Robert S. Kerr Ave., Suite 1702, Oklahoma City, OK 73102-6406 Phone: (405) 426-8470. Fax: (405) 900-7559. Email: MedFacComplaints@health.ok.gov

Making your own choices

We help you make your own choices about your care. You decide, with our registered nurse, what goes in your plan of care, and you may say no to any task or visit.

If you think someone is being abused, neglected or exploited

Call the Abuse and Neglect Hotline at 1-800-522-3511, or report online at OKHotline.org.

Sample Home Care, LLC: Acknowledgment of the Statement of Client Rights and Responsibilities

Item	Details
Client's name	
Client's representative (name and relationship), if any	
Date the statement was given and explained	
Date services start (admission)	
Version of the statement (date at the top)	
Given in writing (copy left with the client)	☐ Yes
Explained verbally, element by element	☐ Yes
Explained by (name and job title)	

I received a written copy of Sample Home Care, LLC's Statement of Client Rights and Responsibilities, and it was explained to me verbally.

Client signature: _____ Date: _____

Client's representative signature: _____ Date: _____

If no one signed, the reason: _____

Explained by (signature): _____ Date: _____

Responsibilities

- **Administrator (Jordan Lee):** keeps the statement current and accurate; makes sure every client gets it before or at admission; explains it when the nurse cannot.
- **Supervising registered nurse (Avery Quinn, RN) and alternate (Casey Morgan, RN):** give and explain the statement at the assessment visit; plan care with the client; check at supervisory visits that clients' choices are respected.
- **Companion services supervisor (Jordan Lee):** gives and explains the statement to clients who receive companion services only.
- **Office staff:** prepare the statement and acknowledgment for each new client; file the acknowledgment; give copies on request.

- **Caregivers:** respect each client's rights and choices; record refusals and tell the nurse the same day.

Records

- The signed acknowledgment for each client, in the client's record (Policy 3.9), kept as Policy 3.9 sets out.
- Each version of the statement, dated, kept with the manual.

Recommended practice

These are Sample Home Care, LLC's own practices. The rules do not require them. Once adopted, OSDH can expect Sample Home Care, LLC to follow them.

- Offer the statement in large print, read it aloud, or arrange an interpreter when a client or representative needs it.
- Leave a second copy of the statement in the client's home, with the plan of care.
- Go through the statement again with the client once a year, at a supervisory visit, and record it on a new acknowledgment.

Rule basis

> (a) Every agency shall have a written statement of clients' rights and responsibilities governing agency services which shall be made available and explained to each client or client's representative. This information shall be provided verbally and in writing before or at admission, and documented in the client's record. (b) The statement shall include but not be limited to: (1) A description of available services, unit charges and billing process. Any changes in fees or billing shall be given to the client orally and in writing as soon as possible but no later than thirty (30) calendar days from the date the agency becomes aware of a change. Unit charge information shall be disclosed to the client even if the service is provided through third party payment. (2) Information regarding the client's or client representative's right to participate in the planning of the care to be furnished, the disciplines that shall furnish care, the frequency of visits/hours proposed, the title of the person supervising the client's care and the manner in which that person may be contacted. (3) The right of the client or client's representative to be advised in advance of any change in the plan of care. (4) The responsibility of the client or client's representative to treat agency personnel with respect, to disclose pertinent health related information accurately, and to inform agency personnel when instructions to the client or client's representative cannot be understood or followed. (5) An explanation to the client or client's representative of the confidential treatment of all client information retained in the agency and the requirement for written consent for release of information to persons not otherwise authorized by law to receive it. (6) The right of the client to have the client's property and person treated with respect. (7) An explanation of the agency's grievance procedure; the right of the client or client's representative to register a grievance with the agency without reprisal or discrimination from the agency, regarding treatment or care received. (8) Information to the client or client's representative that a complaint against the agency may be directed to the Department. The statement shall direct the client or representative to register complaints with the Oklahoma State Department of Health, 1000 N.E. Tenth, Oklahoma City, Oklahoma 73117-1299.
>
> `OAC 310:662-3-2`

> (b) Client care policies shall include but not be limited to: ... (4) Efforts to maximize client autonomy.
>
> `OAC 310:662-3-6(b)(4)`

> "Autonomy" means capacity to be self-determining, to make choices in accord with one's own goals and values.
> "Client" means the consumer/patient/individual who receives the services of a home care agency and/or a companion or sitter service.
> "Client's representative" means the client's legal guardian or person authorized by the client or client's legal guardian to assist the client in receiving home care services.
> `OAC 310:662-1-2`

> A requirement that each licensed agency create and disclose to its clients a statement of clients' rights and responsibilities;
> `63 O.S. 1-1964(4)`

> Oklahoma State Department of Health Medical Facilities Service Attn: Home Services Division 123 Robert S. Kerr Ave., Ste 1702 Oklahoma City, OK 73102-6406
> `OSDH Licensure Applications and Forms page (contact information, mailing address)`

> You may file a complaint by telephone, mail, online, or fax. Oklahoma State Department of Health Protective Health Services Medical Facilities Service (405) 426-8470 (405) 900-7559 MedFacComplaints@health.ok.gov
> `OSDH Frequently Asked Questions: Complaints`

> If you suspect that a vulnerable adult is the victim of abuse, neglect, or exploitation, please call the Abuse and Neglect Hotline at 1-800-522-3511, or submit an online report with Adult Protective Services (APS) at OKHotline.org
> `Oklahoma Human Services Report Abuse page`

Proposed changes

OSDH's Home Care, Hospice and Palliative Care Advisory Council was scheduled to review and vote on Chapter 662 changes at a special meeting on September 30, 2026 (agenda posted September 2, 2026). The agenda lists "Update/amendment of any references to OSDH's physical address to new location", which would replace the 1000 N.E. Tenth address in OAC 310:662-3-2(b)(8). No draft text has been published, and Oklahoma permanent rules also need legislative approval. Sample Home Care, LLC's statement already prints OSDH's current address (item 8). When the change is adopted, Sample Home Care, LLC will check the adopted address against its statement and update this policy's Rule basis.

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