SAMPLE POLICY

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

This is Policy 7.1 of the 29 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/south-carolina/home-care/manual

POLICY 7.1

Rights and assurances

R.60-122 §900.A-B (Class I) · R.60-122 §102.B, H, R, T · R.60-122 §700.A · R.60-122 §601.B.2 · R.60-122 §302.B · R.60-122 §202.B · R.60-122 §404.C, E, H · R.60-122 §205.D · DPH, File a Complaint (Recommended practice) · DSS Adult Protective Services reports page (Recommended practice) · S.C. Code 43-35-25(D) (Recommended practice) · S.C. Code 63-7-310(E) (Recommended practice)

Purpose

To set out the five rights and assurances Sample Home Care, LLC ensures every client (R.60-122 §900.A), what staff do to respect each one, and how each client is informed of them in writing, with a signed and dated acknowledgment, before Sample Home Care, LLC provides any in-home care (§900.B). This policy addresses Section 900 of R.60-122.

Scope

This policy applies to every client of Sample Home Care, LLC and, where a client has one, their responsible party: a person authorized by law to make decisions for the client, such as a court-appointed guardian, a conservator, or anyone with a health care or other durable power of attorney (§102.T). It applies to the administrator, Jordan Lee, to office staff, and to every caregiver, whether employed, contracted or referred.

Policy

How seriously DPH treats this

1. Section 900 of R.60-122 is marked "(I)". DPH treats a failure to meet it as a Class I violation, the most serious class (R.60-122 §205.D).
2. Every client of Sample Home Care, LLC receives and signs the rights and assurances form before their first visit of care, from the first client onward.

The five rights and assurances (§900.A)

3. Sample Home Care, LLC ensures every client of the following rights and assurances, in the order §900.A lists them. After each is what staff do to respect it.
    1. **The care services to be provided under the service agreement or care services plan.** Sample Home Care, LLC gives at least the services designated in the client's service agreement or care services plan (§700.A; Policy 4.2, Service agreement: services, fees, refunds and termination; Policy 4.3, Care services plan). Changes to services are discussed with and agreed to by the client or responsible party before they happen, as Policy 4.2 sets out. If a visit will be late or missed, the office tells the client or responsible party as soon as it knows, and arranges another caregiver where it can.
    2. **Respect for the client's property.** Staff ask before using or moving a client's belongings, never borrow or take anything, accept no gifts, and tell the office the same day if they break, damage or lose something (Policy 5.3, Shopping, errands and client funds). Sample Home Care, LLC keeps indemnity coverage to compensate clients for injuries and losses resulting from its services (§302.B; Policy 1.5, Liability insurance or surety bond, indemnity coverage and workers' compensation).
    3. **Freedom from abuse, neglect and exploitation.** R.60-122 defines physical and psychological abuse, neglect and exploitation (§102.B, R, H). Sample Home Care, LLC screens and trains caregivers to prevent them (Policy 2.2, Criminal background, residency and registry checks; Policy 2.5, Training before client contact and every year), and every staff member reports any suspicion as Policy 3.2 (Abuse, neglect and exploitation: prevention and reporting) sets out. Staff never restrain, confine or punish a client: the rule's definition of physical abuse includes unreasonable confinement and the use of a restrictive or physically intrusive procedure to control behavior for the purpose of punishment (§102.B.1).
    4. **Respect and dignity in receiving care services.** Staff address the client by the name they prefer; knock or ring and wait before entering; keep the client covered and doors closed during personal care; explain what they are about to do and ask before touching the client; speak to the client, not about them; and respect the client's routines, culture, faith and choices within the care services plan.
    5. **Confidentiality of client records, including privacy and disclosure requirements.** Staff keep everything about the client private and share it only as Policy 4.4 (Confidentiality and privacy of client information) allows. DPH inspectors may review client records during an inspection or investigation; photocopies they take are used only to enforce the rules, and confidentiality is maintained (§202.B).

Informing clients in writing, before care (§900.B)

4. **Before any in-home care.** The administrator, or a staff member the administrator names, gives the client the rights and assurances form below and goes through it with them before Sample Home Care, LLC provides any in-home care. This happens at the start-of-care meeting, with the service agreement (Policy 4.2) and the disaster plan (Policy 8.1,

Disaster plan). The meeting can be at the start of the first visit, before any care is given. Where the client has a responsible party, they receive a copy too.

5. **In a way the client understands.** The rights are explained in plain words, read aloud if that helps, and given in large print or through an interpreter where the client needs it.
6. **Signed and dated by both sides.** The form is signed and dated by the provider and by the client and/or the client's responsible party (§900.B). The administrator, or the staff member the administrator names, signs for Sample Home Care, LLC. A client who can only make a mark may do so, with the staff member noting it. A relative who is not the client's responsible party (§102.T) does not sign in the client's place; they may sign as a witness.
7. **No care before the signed form.** Sample Home Care, LLC reads §900.B as requiring the signed and dated form before in-home care begins. If a client or responsible party does not want to sign, the administrator explains why the signature is needed and records the conversation in the client record; care begins once the form is signed.
8. **Copies.** The client keeps a copy. The signed form is filed in the client record (Policy 4.1, Client records: content, visit documentation, storage and retention).
9. **When the form changes.** When Sample Home Care, LLC changes the form, for example a phone number in it, the administrator gives each current client the updated version and asks them to sign and date it.

Staff know the rights

10. Every caregiver is trained, before client contact and at least every year, in confidentiality of client information and records, ethics and interpersonal relationships, and prevention of client abuse, neglect and exploitation (§404.C, E and H; Policy 2.5), and that training covers this policy. Office staff read this policy when they start.

Telling clients where to raise concerns (recommended practice)

R.60-122 does not require the rights form to name any complaint or reporting line. Sample Home Care, LLC adds a section to the form telling clients how to raise a concern with Sample Home Care, LLC (Policy 7.2, Complaints), and how to reach DPH's complaint line and Adult Protective Services, because a client who knows these routes is better protected. This is Sample Home Care, LLC's own practice.

Procedure

1. **Before the first visit of care.** The administrator, or a staff member the administrator names, holds the start-of-care meeting, goes through the rights and assurances form, answers questions, and has the client and/or responsible party sign and date it. The staff member signs and dates it for Sample Home Care, LLC.
2. **Filing.** The staff member leaves a copy with the client, files the signed form in the client record, and tells the administrator. No caregiver is scheduled for in-home care until the signed form is on file.

3. **During services.** Staff respect each right as Policy item 3 describes. Any concern about abuse, neglect or exploitation is handled under Policy 3.2, and any incident under Policy 3.1 (Incidents: documentation, 24-hour reports and 5-day investigation reports).
4. **At each policy review.** The administrator checks every name and phone number on the form and updates it if anything has changed (Policy 1.1).

Sample Home Care, LLC: Your rights and assurances

Sample Home Care, LLC is licensed by the South Carolina Department of Public Health (DPH) as an in-home care provider. As our client, you are assured of:

1. **The care services we agreed to provide**, as set out in your service agreement or care services plan;
2. **Respect for your property**;
3. **Freedom from abuse, neglect and exploitation**;
4. **Respect and dignity in receiving care services**; and
5. **Confidentiality of your records**, including privacy and the rules on when information may be disclosed. We share information about you only as our confidentiality policy allows. DPH inspectors may review records to check that we follow the rules, and must keep them confidential.

If you have a question about your rights, please contact Jordan Lee, Administrator, at (803) 555-0100 (Monday to Friday, 8:00 a.m. to 5:00 p.m.) or office@samplehomecare.com.

How to raise a concern

You can tell any member of our staff, or contact Jordan Lee, Administrator directly at (803) 555-0100, office@samplehomecare.com or 100 Main Street, Suite 200, Columbia, SC 29201. We will look into it and tell you what we found. Your services will not be reduced or ended because you raised a concern. You may also contact the organizations below at any time, whether or not you have contacted us first.

Organization	What for	How to contact
South Carolina Department of Public Health (DPH)	Complaints about Sample Home Care, LLC	Online: dph.sc.gov, "File a Complaint". Phone: 1-800-922-6735
Department of Social Services, Adult Protective Services	Suspected abuse, neglect or exploitation of an adult living at home	1-888-CARE4US (1-888-227-3487), or online through DSS
Emergency services	Immediate danger	911

Acknowledgment

I was informed of these rights and assurances in writing before Sample Home Care, LLC provided any in-home care. They were explained to me and I was able to ask questions.

Client name: _____

Client signature or mark: _____ Date: _____

Responsible party, if any (name and authority, for example guardian or power of attorney): _____

Responsible party signature: _____ Date: _____

Witness, if the client signed with a mark or a relative was present (name): _____

For Sample Home Care, LLC (name and title): _____ Signature: _____ Date: _____

Responsibilities

- **Administrator (Jordan Lee):** makes sure every client is informed in writing and signs before in-home care begins; signs for Sample Home Care, LLC or names who does; keeps the form up to date; makes sure staff are trained.
- **Staff member holding the start-of-care meeting:** explains the rights, gets the signatures, leaves a copy with the client and files the signed form.
- **All staff:** respect every right in this policy; never restrain, confine or punish a client; report any concern about abuse, neglect or exploitation under Policy 3.2.

Records

- The signed and dated rights and assurances form for every client, and any updated forms, in the client record (Policy 4.1). Client records are kept for at least five years after services to the client end (R.60-122 §602.C).
- Any conversation about a client who did not want to sign, in the client record.
- Each version of the form, with the date it was adopted, at the office.

Recommended practice

These are Sample Home Care, LLC's own practices. R.60-122 does not require them:

- The "How to raise a concern" section of the rights form, with DPH's complaint line and the Adult Protective Services line.
- Leave a one-page copy of the form somewhere easy to find in the client's home.
- Give the form in the client's preferred language where Sample Home Care, LLC can arrange a translation.

Rule basis

> SECTION 900. RIGHTS AND ASSURANCES. (I) A. The provider shall ensure all clients of the following rights and assurances: 1. The care services to be provided pursuant to the service agreement or care services plan; 2. Respect for the client's property; 3. Freedom from abuse, neglect, and exploitation; 4. Respect and dignity in receiving care services; and 5. Confidentiality of client records, to include privacy and disclosure requirements.
> `R.60-122 §900.A`

> The provider shall inform clients in writing of the rights and assurances in Section 900.A prior to the provider's provision of in-home care. The documentation of informed rights and assurances shall be signed and dated by the provider and the client and/or client's responsible party.
> `R.60-122 §900.B`

> Responsible Party. A person who is authorized by law to make decisions on behalf of a client. This includes, but is not limited to, a court-appointed guardian, conservator, or any individual with health care or other durable power of attorney.
> `R.60-122 §102.T`

> Physical abuse includes, but is not limited to, slapping, hitting, kicking, biting, choking, pinching, burning, actual or attempted sexual battery, and unreasonable confinement. Physical abuse also includes the use of a restrictive or physically intrusive procedure to control behavior for the purpose of punishment.
> `R.60-122 §102.B.1`

> Each provider is required to provide at a minimum those services that are designated in the service agreement or care services plan.
> `R.60-122 §700.A`

> For clients receiving care services pursuant to a Medicaid program, a service agreement is not required.
> `R.60-122 §601.B.2`

> The provider shall maintain indemnity coverage to compensate clients for injuries and losses resulting from services provided.
> `R.60-122 §302.B`

> Photocopies shall be used only for purposes of enforcement of regulations and confidentiality shall be maintained except to verify the identify of individuals in enforcement action proceedings.
>
> `R.60-122 §202.B`

> Confidentiality of client information and records; ... Ethics and interpersonal relationships; ... Prevention of client abuse, neglect, and exploitation.
>
> `R.60-122 §404.C, E, H`

> The notations "(I)" or "(II)", placed within sections of this regulation, indicate those standards are considered Class I or II violations if they are not met, respectively.
>
> `R.60-122 §205.D`

> To file a complaint against a health facility or service regulated by DPH, submit the Health Facility Complaint Form ... If you are unable to submit your health facility complaint online, you can call our office at 1-800-922-6735 and indicate you wish to file a complaint against a health facility or service.
>
> `DPH, File a Complaint (recommended practice)`

> To report suspected Abuse, Neglect, or Exploitation of a Vulnerable Adult, call 1-888-CARE4US (1-888-227-3487)
>
> `South Carolina Department of Social Services, Adult Protective Services reports page (archived June 6, 2026) (recommended practice)`

> the Long Term Care Ombudsman Program for incidents occurring in facilities, except those facilities provided for in item (1); and (3) the Adult Protective Services Program for incidents occurring in all other settings.
>
> `S.C. Code 43-35-25(D)(2)-(3) (recommended practice)`

> Reports of child abuse or neglect may be made orally by telephone or otherwise to the county department of social services or to a law enforcement agency in the county where the child resides or is found.
>
> `S.C. Code 63-7-310(E) (recommended practice)`

Notes on readings: §900.B says clients are informed in writing before in-home care and that the documentation is signed and dated, without saying when the signatures are due; Sample Home Care, LLC reads it as requiring the signed form before care begins (Policy item 7). The rule has no transition period for clients already receiving care on May 22, 2026; giving them the form now is Sample Home Care, LLC's reading. R.60-122 does not require the rights form to name any complaint or reporting line; Sample Home Care, LLC adds them as its own practice.

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