

# **Guardian Angels Home Services, Inc.**

## **Notice of Client Rights & Responsibilities**

- Right to be informed about plan of service and to participate in the planning.
- Right to be promptly and fully informed of any changes in the plan of service.
- Right to accept or refuse services.
- Right to be fully informed of the charges for services.
- Right to be informed of the name, business telephone number and business address of the person supervising the services and how to contact that person.
- Right to be informed of the complaint procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated by Guardian Angels Home Services, Inc. within a reasonable period of time. The complaint procedure provided shall include the name, business address and telephone number of the person designated by Guardian Angels to handle complaints and questions.
- Rights of confidentiality of client record.
- Right to have property and residence treated with respect.
- Right to receive a written notice of the address and telephone number of the state licensing authority, i.e. the department, which further explains that the department is charged with the responsibility of licensing Guardian Angels and investigating client complaints that appear to violate licensing regulations.
- Right to obtain a copy of Guardian Angels' most recent completed report of licensure inspection from Guardian Angels upon written request. Guardian Angels is not required to release the report of licensure until they have had an opportunity to file a written plan of correction for the violations, if any, identified. The facility may charge the client reasonable photocopying charges.
- Right to be advised that the client and the responsible party must advise Guardian Angels of any changes in the client's condition or any events that affect the client's needs.

The following number is provided for you to call if you have questions about the services supplied by Guardian Angels. The State Licensing Authority address and phone number is as follows: (404) 657-1509, 2 Peachtree St, NW, Suite 33.250, Atlanta, GA 30303. You can call or write for information or questions about the licensing of Guardian Angels Home Services, Inc. To report a complaint concerning a violation of licensing requirements that was not resolved to your satisfaction by complaining to Guardian Angels, please call 404-657-5728. To contact Guardian Angels, please call Sherry Gheesling at 770-720-4748. The address is 238 Ridgewood Trail, Waleska, GA 30183 or P. O. Box 4005, Canton, GA 30114.