

449.398 Rights of clients: Duties of administrator; provision of written description to clients

1.

The administrator of an agency shall ensure that a client is not prohibited from speaking to any person who advocates for the rights of the clients of the agency.

2.

The administrator of an agency shall establish and enforce a procedure to respond to grievances, incidents and complaints concerning the agency in accordance with the written policies and procedures of the agency. The procedure established and enforced by the administrator must include a method for ensuring that the administrator or the administrator's designee is notified of each grievance, incident or complaint. The administrator or his or her designee shall personally investigate the matter in a timely manner. A client who files a grievance or complaint or reports an incident concerning the agency must be notified of the action taken in response to the grievance, complaint or report or must be given a reason why no action was taken.

3.

The administrator of an agency shall ensure that the agency is in compliance with NRS 449.700 to 449.730, inclusive.

4.

The agency shall develop a written description of the rights of clients and provide a

copy to each client or a representative of the client upon initiation of the service plan established for the client. A signed and dated copy of the receipt of this information by the client or a representative of the client must be maintained in the record of the client.

5.

The written description of the rights of clients developed pursuant to subsection 4 must include, without limitation, a statement that each client has the right: (a) To receive considerate and respectful care that recognizes the inherent worth and dignity of each client; (b) To participate in the development of the service plan established for the client and to receive an explanation of the personal care services provided pursuant to the service plan and a copy of the service plan; (c) To receive the telephone number of the Bureau which may be contacted for complaints; (d) To receive notification of any authority of the Division to examine the records of the client as related to the regulation and evaluation of the agency by the Division; (e) To receive from the agency, within the limits set by the service plan established for the client and within the program criteria, responses to reasonable requests for assistance; and (f) To receive information, upon request, concerning the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans.

(a)

To receive considerate and respectful care that recognizes the inherent worth and dignity of each client;

(b)

To participate in the development of the service plan established for the client and to receive an explanation of the personal care services provided pursuant to the service

plan and a copy of the service plan;

(c)

To receive the telephone number of the Bureau which may be contacted for complaints;

(d)

To receive notification of any authority of the Division to examine the records of the client as related to the regulation and evaluation of the agency by the Division;

(e)

To receive from the agency, within the limits set by the service plan established for the client and within the program criteria, responses to reasonable requests for assistance;

and

(f)

To receive information, upon request, concerning the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans.