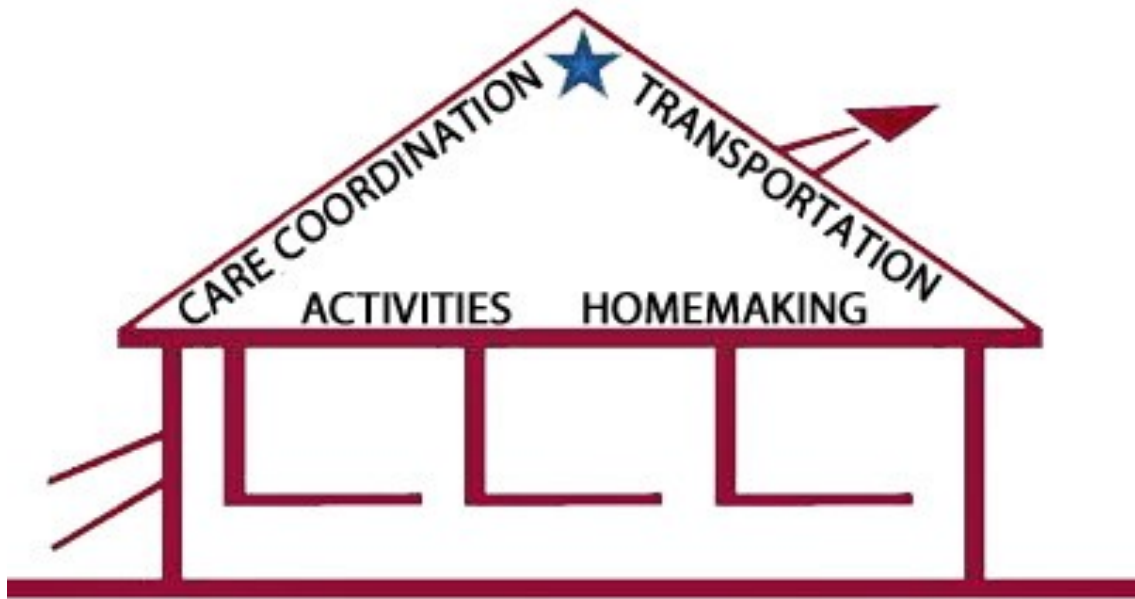


# FAIRBORN SENIOR CENTER CARE COORDINATION



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**325 N. Third Street  
Fairborn, Ohio 45324  
(937) 878-4141 Ext. 215  
A Service of the  
Fairborn Senior Center**

# **CARE COORDINATION SERVICE**

## **Fostering Independence and Caring**



### **What is this service?**

The Care Coordination Service of the Fairborn Senior Center is designed for you to find resources in order to remain independent for as long as possible.

As part of the program, you will enjoy visits from workers. Workers perform such tasks as: balancing checkbooks, writing checks if a physical disability makes it challenging, obtaining housing, preparing Medicaid applications (food stamps, financial assistance), completing and mailing medical insurance forms, escorting clients to medical appointments and other destinations, shopping, and making assessments of the client's needs.

### **Who may use this service?**

Anyone living in Fairborn/Bath Township that is at least 60 years old.

### **Where does this service take place?**

Care Coordination Service workers come to your home to discuss any needs or concerns you may have about maintaining your independent status living in the community.

# **CARE COORDINATION SERVICE**

## **What do I need to do to begin receiving services?**

Contact the Fairborn Senior Center Care Coordination Director Monday through Friday between 8:30 am and 4:30 pm by calling 878-4141 Ext. 215.

## **Is there a fee for this service?**

There is no fee required for individuals to receive Care Coordination Services. This is made possible because of funding by the Greene County Council on Aging, the Area Agency on Aging,, the City oil Fairborn, and the Bath Township Trustees. The funding however does not cover 100% of the cost of providing these services. Consumers are Encouraged to contribute from services received at the level they can afford. Donation envelopes will be made available to consumers periodically and upon request..

# CARE COORDINATION SERVICE

## Client Bill of Rights

As a client receiving Care Coordination Service, you have a right:

- To receive a full explanation of your rights and responsibilities as a client receiving an Area Agency on Aging Older Americans Act service.
- To receive services without discrimination as to age, race, creed, religion, sex, or national origin, or sexual orientation.
- To receive a full explanation in understandable terms about the service (s) you are receiving.
- To know the name and manner in which the agency providing the service can be contacted.
- To expect considerate and respectful treatment from all service provider staff and to expect all staff entering your home will treat your premises and property with due care.
- To know the names and duties of service provider staff who have contact with you.
- To privacy. All communications and records about you and services provided to you are confidential unless you authorize their release in writing.
- To a full explanation about the content and purpose before you are asked to sign any forms.
- To participate in decisions
- To be informed of your progress in responding to your care.
- To refuse care to the extent permitted by law, to receive an explanation of the possible consequences of such a decision, and to receive assistance in carrying out this decision.
- To voice grievances or suggest changes without fear of discrimination, restraint, or reprisal.

# CARE COORDINATION SERVICE

## Client Responsibilities

As a client of an Area Agency on Aging funded provider service, you have the responsibility:

- To cooperate with the service provider in the development of your care plan and in the delivery of your services.
- To treat service provider staff in a respectful manner.
- To provide to the fullest extent possible a physical environment free from threats to personal safety in which the provider staff can provide you with services.
- To notify the Senior Center Supportive Services Department if you are admitted to a hospital or a nursing home.
- To notify the Senior Center Supportive Services Department if you will not be home on days when services are scheduled.
- To cooperate to the fullest extent possible with the Senior Center staff in the delivery of your services.

To **NOT** offer gifts, tips or bribes to the Senior Center Staff or Volunteers. Senior Center Staff are required to work under the Area Agency on Aging Older American Act Code of Ethics. They are not permitted to consume alcoholic beverages, to smoke, to use your telephone for personal calls, or to use your automobile. Senior Center staff are not permitted to ask you for money or goods. They may bring and eat their lunch in your home if you agree, but they may not ask you for food or drink. If Senior center staff or volunteers violate the Code of Ethics, you have the responsibility to notify your Senior Center or the Area Agency on Aging.

# **CARE COORDINATION SERVICE**

## **Service Worker Code of Ethics**

### **The Service Worker will not:**

- Use the client's car
- Consume the client's food or drink without client's permission.
- Use the client's telephone for personal or official calls without client's permission.
- Discuss his/her personal problems, religious or political beliefs with client.
- Accept personal gifts or tips from the client or solicit money or goods from the client.
- Bring friends or relatives to the client's home.
- Consume alcoholic beverages or use medicine or drugs for any purpose, other than medical while in client's home or prior to the delivery of service.
- Smoke in the client's home.
- Breach client's private or confidential records.
- Eat food brought to the client's home unless the worker has the client's consent.
- Use the client's bathroom facilities without the client's consent.

# **CARE COORDINATION SERVICE**

## **Client Grievance Procedures**

The Area Agency on Aging (AAA) has grievance procedures for use by older individuals who are dissatisfied with or denied any services funded through the Older Americans Act (OAA) and who are seeking a resolution of their grievances from AAA. The AAA shall not retaliate or discriminate against any individual who submits a grievance to the AAA or one of its provider agencies.

1. Individuals must first seek resolution of the grievance from the provider, if a grievance involves actions of a provider agency, before submitting the grievance to the AAA.
2. A grievance that is not resolved by the provider may be submitted in writing to: Community Services Manager, Area Agency on Aging, PSA 2, 40 West Second Street, Suite 400, Dayton, Ohio 45402.
3. The written grievance submitted to AAA should include the date that the grievance was submitted to the provider and a brief description of the provider's response to the grievance.
4. An individual who has contacted the AAA by telephone with a grievance, will be requested to submit the grievance in writing to the AAA.
5. If assistance is needed in preparing the written grievance for an in-home service (i.e., home-delivered meals, homemaker, personal care, protective services, supportive services, respite visiting) the individual may also contact the office of the regional Long Term Care Ombudsman at 1-800- 395-8267.
6. The AAA will acknowledge receipt of grievance in writing within 5 calendar days of the date on which the grievance was received, unless the AAA is able to resolve the grievance sooner. Once AAA has received the grievance, the individual may also contact the regional Long Term Care Ombudsman at 1-800-395-8267 for assistance in remedying the grievance, if the grievance is regarding an in-home service.

6. The AAA will ensure that any grievances it receives is addressed in a fair and timely manner. To this end: The AAA staff charged with responding to a grievance will be neutral and not involved in any of the events that serve as the basis for the grievance.
7. If the AAA staff charged with responding to a grievance was involved in the events that serve as a basis for the grievance, the individual may appeal any decision rendered by that staff to the AAA Director or Assistant Director by submitting a written appeal with 5 calendar days from the date the AAA decision was rendered.
8. Unless otherwise agreed to by the AAA and the individual, the AAA will render a decision to each grievance received within days of its receipt by the AAA. AAA decision will be provided in writing to the individual who submitted the grievance, and the individual's representative, if any.
9. The individual who submits a grievance, and the individual's representative, if any, may be granted the opportunity to discuss the grievance in person with the AAA prior to the AAA's issuance of any decision as to the grievance. The individual makes a request by calling the Community Services Manager at 1-800-258-7277.
10. The individual who submitted the grievance, or the individual's representative, if any, will have calendar days to review the AAA's response to the grievance and offer a written response to the AAA before the AAA's decision becomes final.

Date: June, 2018

Authority/Basis: ODA Policy 206

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