

IHSS Provider's Rights and Responsibilities

- The provider has the responsibility to be dependable, to arrive on time, and be ready to work.
- The provider has the responsibility to inform the consumer, well in advance, if the provider will be late or unable to work.
- The provider has the responsibility to provide reliable, safe, high quality services as authorized by the social worker and directed by the consumer.
- Providers have the responsibility to respect the consumer's dignity, privacy, property, religion, and culture. Providers should come to work without family members, bring their own food rather than eat the consumer's food, refrain from using the consumer's property for their own needs, and do not ask for extra pay when they volunteer more than the authorized hours. Providers should not conduct personal business when they are at work and do not watch television or spend too much time talking with the consumer when they should be performing the needed tasks. Providers must not be verbally or sexually abusive.
- The provider has the responsibility to keep personal information about the consumer confidential.
- The provider has the responsibility to inform the social worker of any changes in the consumer's condition. If the provider was hired through the Registry, they should also report these changes to Registry staff.
- The provider has the responsibility to keep track of hours worked and to submit accurate and complete timesheets twice a month.
- Registry providers are responsible for informing the Registry every 30 days of any change in their situation, address, phone number and hours available.
- The provider is legally responsible for reporting suspected abuse of dependent elderly, disabled persons and children.
- When quitting their job, providers are responsible for giving the consumer a two-week notice and informing the Public Authority if they are listed on the Registry.

- The provider has a right to understand the IHSS work assignment and receive fair, respectful treatment.
- Registry providers have the right to know why they are being removed from the Registry, should this occur.
- The provider has the right to quit work without a two-week notice if the consumer's home is a dangerous environment.
- If the provider is listed on the Registry, the provider can ask the Registry for assistance with problems the provider may have with the consumer that he/she cannot resolve alone.