

Client Policies and Procedures

YOUR RIGHTS AS A CLIENT

RESPECT AND NON DISCRIMINATION

- Every client has a right to impartial access to treatment, regardless of race, national origin, religion, sex, sexual orientation, marital status, veteran status, ethnicity, age or mental or physical disability. We respect the personal dignity of every client.
- Every client has the right to expect that all medical records or information will be kept confidential in compliance with agency policy except as authorized and as required by law, including HIPAA Confidentiality laws. No information/records will be released without written permission of client or other appropriate designee.
- Every client has the right to make informed decisions about services. If the client speaks another language, or has a health or mental disability, or just doesn't understand something, our staff and volunteers will provide as much health as possible.
- Every client has the right to accurate, easy-to-understand information about meal and nutrition services.

CONFIDENTIALITY (PRIVACY) OF MEDICAL INFORMATION

- You have the right to have your medical and health care related information protected. You also have the right to read and have a copy your own HIPAA Confidentiality form, Client Agreement, Client Grievance, and Medical Referral form.
- You have the right to talk privately with our staff regarding your medical or health related information.

COMPLAINTS, GRIEVANCES AND APPEALS

- You have the right to a fair, fast, and objective review of any complaint you have regarding your services.
- This includes complaints about deliveries, the actions of staff and volunteers and the items delivered to you.

YOUR RESPONSIBILITIES AS A CLIENT

When you agree to meal services with God's Love We Deliver, you agree to the following requirements.

Eligibility requirements

- Your eligibility for home-delivered meals is based on a **valid medical referral form** signed by a doctor confirming diagnosis and physical and mental limitations that limit your ability to cook and shop for yourself. God's Love We Deliver must have valid, current copies of this form at all times in order to deliver services.
- For NON-HIV diagnoses, a new medical referral letter is due every twelve (12) months; for HIV+ diagnoses, a new medical referral letter is due every six (6) months.
- You must complete a nutrition assessment with one of God's Love We Deliver's nutritionists when you start the program, and every six months thereafter.

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- You will inform God's Love We Deliver when you are no longer restricted in activities of daily living and therefore do not qualify for home delivered meals.

Grievances

- You have the right to contact God's Love We Deliver regarding a concern, complaint or grievance without fear of risking services. For more information, see the Client Grievance Policy.

Respect and safety

- You must communicate with respect and courtesy, at all times, with all God's Love We Deliver staff and volunteers. Verbal and/or physical abuse to a God's Love We Deliver volunteer or staff member may result in discontinued services.
- God's Love We Deliver will not deliver meals to any household or building where a God's Love We Deliver representative may be endangered, including physical and verbal abuse and substance use by the client or anyone in the client's household or building. This may include other situations deemed dangerous to God's Love We Deliver.

Delivery

- You will be home to receive meals between 8:00am and 4:00pm each day that you are scheduled for delivery.
- If you can't be home, someone must be in your home to receive the delivery.
- If no one will be in your home on delivery day, you must cancel meal delivery 24 hours in advance. Call 212.294.8102 or 800.747.2023, or email clientservices@glwd.org.
- We will not leave meals at a different address, outside your home, on the doorknob, porch, front desk, or with a neighbor.
- If you miss 3 consecutive deliveries (without calling in advance to cancel), you may be suspended from the meal program for two weeks or more.
- If you are not home to receive meals and have not called in advance to cancel, you will not receive any meal deliveries until you contact God's Love We Deliver. It may take up to 48 hours to restart meal delivery.

Agreement

- My deliveries may stop if I do not sign and return this Client Agreement. Upon receipt of these documents, meal deliveries will restart.

Client Grievance Policy

If you have a serious complaint or feel that God's Love We Deliver has mishandled an issue, please follow these steps.

- 1. Notify the Manager of Client Services of the grievance.**
 - A written report will be noted in your file and the manager will attempt to immediately resolve the situation. If further follow-up is necessary, the manager will notify the Sr. Director of Program Services.

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- The Manager of Client Services will notify you within 7 business days of a decision. Notification may be by telephone or in writing. If the grievance is the result of a suspension or termination of services, the suspension or termination of services will continue until the grievance is resolved and a final decision (Step 2) is reached.
2. **If the situation remains unsatisfactory, submit your grievance in writing to the Manager of Client Services.**
 - Include a description of the concern and include the steps taken to resolve the situation. You may also request a copy of the initial report submitted.
 - The Manager of Client Services will contact you within 7 business days of receipt of your grievance to review the matter.
 - You will receive notification of a final decision within 7 days after contact with the manager. Notification may be by telephone or letter.
 3. **You have the right to have a representative of your choice act as an advocate at any time during the grievance process.** A representative may be a friend, family member, or someone in your support system. This individual must be reflected on New York State Confidentiality forms-the HIPAA form.
 4. Should you request further assistance, you may appeal to the Sr. Director of Program Services.

EXAMPLES OF ISSUES AND RESOLUTIONS

We value your opinions and concerns. Your feedback gives us an opportunity to improve our services to you. You can contact us regarding a complaint without fear of risking your services.

ISSUE	WHAT TO DO	POSSIBLE RESOLUTION
You missed your delivery because you were asleep, your doorbell was out of order, or some other no-fault reason.	Call Client Services (CS) at 212.294.8102 or 800.747.2023.	We will do everything possible to return that same day; if we can't, we will bring your delivery on the next delivery day.
Your meals have stopped, and your medical provider has determined that you are no longer eligible for the God's Love We Deliver program.	Call the Manager of Client Services at 212.294.8131 or 800.747.2023x131.	We will confirm with your medical provider whether you are eligible for God's Love We Deliver. If not, we will help refer you to other meal programs.
You believe the driver is not following your delivery instructions.	Call the Manager of Client Services at 212.294.8131 or 800.747.2023x131.	The Manager of Client Services will follow-up with you to resolve the issue.
You believe you are receiving the wrong food based on your nutritional needs.	Call Nutrition Services at 212.294.8103 or 800.747.2023.	The Registered Dietitian Nutritionist will work with you and your medical provider to

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		ensure that you get the meals that are best for you.
You have a conflict with a God's Love We Deliver volunteer or employee, and you have been unsuccessful in resolving the conflict.	Call the Manager of Client Services at 212.294.8131 or 800.747.2023x131.	The Manager will investigate using the process on the reverse page. If necessary, the Manager will forward the issue to the Sr. Director of Program Services

ACKNOWLEDGEMENT

I have read and understand the Client Policies and Procedures, or someone has explained them to me.

Client's Signature: _____ Date: _____

Please print name: _____