

CareCertify LLC

Adult Day Services Training Series

ADS-07

Participant Rights & Person-Centered Care

Participant Guide

Adult Day Services Training Series · Audience: Direct-Contact Staff · Volunteers · Subcontractors · Aides · CE Hours: 1.0

The Participant Is the Center

Everything in adult day services comes back to the person you serve. The licensing rules exist to protect participants' health, safety, and rights, and person-centered care is how those rights live in the everyday — care shaped by the participant's preferences, abilities, and dignity.

This guide ties the course together. Supervision, medication assistance, dementia care, and emergency response all exist to serve a person with rights, choices, and dignity.

Learning Objectives — by the end of this module you will be able to:

- Summarize participants' rights
- Explain and apply person-centered care
- Support autonomy, choice, and the right to refuse
- Protect dignity, privacy, and cultural preferences
- Support grievances without retaliation

Section 1: Participants' Rights

Adult day services rules exist to assure participants' health, safety, and rights. Participants have rights including to be treated with dignity and respect, to participate in their own care, to privacy, to be free from abuse, neglect, and improper restraint, to refuse care or activities, and to voice grievances without retaliation. Participants are informed of their rights, and staff must honor them.

Section 2: Person-Centered Care

Person-centered care builds the day around the participant — their preferences, abilities, history, and goals — rather than a single routine. The participant directs their own day as much as possible, and your approach adapts to them. Person-centered care is how the protection of participant rights becomes real in everyday moments.

Section 3: Autonomy, Choice, and the Right to Refuse

Participants have the right to make their own decisions, including choices you might make differently and the right to decline an activity or care. Support informed choice, and respect refusals without coercion, force, or shame. Report and document refusals as appropriate. Autonomy is at the heart of dignity.

Choice includes the right to refuse

A participant declining an activity is exercising a right, not being difficult. Offer, respect, and find what fits — don't pressure.

Section 4: Dignity, Respect, and Privacy

Participants have the right to courteous, respectful treatment and to privacy. Protect privacy during personal care and toileting, speak respectfully, and respect belongings and personal space. Never talk about a participant as if they aren't there. Dignity isn't a grand gesture — it's delivered in the small, everyday acts of respectful care.

Section 5: Cultural Responsiveness

Each participant brings their own culture, faith, language, and values. Respect cultural and religious practices, food preferences, and personal values; don't assume — ask and follow the participant's lead. Provide care free of judgment or discrimination. Cultural responsiveness is part of person-centered care and dignity, and it makes the center welcoming to everyone.

Section 6: Freedom From Maltreatment and Restraint

Participants have the right to be free from maltreatment — abuse, neglect, and financial exploitation — and from physical or chemical restraints used for discipline or convenience. If you witness or suspect maltreatment, you're a mandated reporter (covered in ADS-02). Protection from harm is among the most fundamental participant rights.

Section 7: Grievances and Freedom From Retaliation

Participants and their families have the right to voice complaints and grievances and receive a response. Never discourage a participant or family from raising a concern, and never retaliate against someone for doing so. Treat complaints as useful information that helps improve care. Know your center's grievance process and support participants in using it.

Section 8: Supporting Independence and Strengths

Person-centered care does with the participant, not just for them. Support what each person can do, build on their strengths, and encourage independence within their abilities. Doing too much for a participant erodes their abilities and dignity. The goal is always the participant's highest possible quality of life, engagement, and self-determination.

Key Terms

Term	What it means
Participant rights	The rights every adult day participant keeps.
Person-centered care	Care built around the participant's preferences, abilities, and dignity.

Autonomy	A participant's right to make their own decisions.
Right to refuse	A participant's right to decline care or an activity.
Cultural responsiveness	Respecting and adapting to a participant's culture and values.
Retaliation	Punishing a participant for exercising a right — prohibited.

Check Your Understanding

1. Name three participant rights.
2. What does person-centered care mean in practice?
3. How do you support a participant's right to refuse?
4. Give three ways to protect dignity and privacy.
5. What is the participant's right regarding grievances?

What's Next

Looking ahead

Next, ADS-08: Communication, Boundaries & Volunteers covers communicating well and the special role of volunteers.