

# CareCertify LLC

## Front-Line Caregiver Training Series

CG-10

# Client Rights & Person-Centered Care

*Participant Guide*

Front-Line Caregiver Training Series · Audience: CNAs · HHAs · PCAs · DSPs · Caregivers · CE Hours: 1.0

## The Client Is the Center

Everything in caregiving comes back to the person you serve. The Home Care Bill of Rights (Minn. Stat. 144A.44) puts clients' rights in writing, and providers — including those exempt from licensure — must comply. Person-centered care is how those rights live in the everyday: care shaped by the client's goals, preferences, and dignity.

This guide ties the course together. Communication, boundaries, safety, observation — all of it exists to serve a person with rights, choices, and dignity.

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

- Summarize the Home Care Bill of Rights
- Explain and apply person-centered care
- Support client autonomy, choice, and the right to refuse
- Protect dignity, privacy, and cultural preferences
- Support the client's right to complain without retaliation

## Section 1: The Home Care Bill of Rights

The Home Care Bill of Rights (Minn. Stat. 144A.44) guarantees clients written information about their rights and services in plain language, care according to a suitable and current plan, courteous and respectful treatment, care from competent staff, privacy, and freedom from abuse and neglect. A provider may not require a client to surrender any right as a condition of service, and all providers — even those exempt from licensure — must comply.

## Section 2: Person-Centered Care

Person-centered care builds everything around the client — their goals, preferences, history, and strengths — rather than a one-size-fits-all routine. The client directs their own life and care as much as possible, and your approach adapts to them. Person-centered care is how the Bill of Rights becomes real in everyday moments.

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

Clients have the right to make their own decisions, including choices you might make differently. Support informed choice, and respect refusals: inform the client of consequences without coercion, and never force,

threaten, or shame. Report and document refusals so the team and the plan can respond. Autonomy is at the heart of dignity.

### Choice includes the right to refuse

A client declining care is exercising a right, not being difficult. Inform, respect, and report — don't override.

## Section 4: Dignity, Respect, and Privacy

Clients have the right to courteous, respectful treatment and to privacy. Protect privacy during personal care — knock and wait, keep the client covered, close doors. Respect their home, belongings, and routines. Dignity isn't a grand gesture; it's delivered in the small, everyday acts of respectful care.

## Section 5: Cultural Responsiveness

Each client 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 client's lead. Provide care free of judgment or discrimination. Cultural responsiveness is an essential part of person-centered care and of treating clients with dignity.

## Section 6: Complaints and Freedom From Retaliation

Clients have the right to voice complaints and grievances and receive a response, and to be told how to make a complaint — including to the Minnesota Office of Health Facility Complaints. Never discourage a client from raising a concern or retaliate against them for it. A complaint is information that helps improve care.

## Section 7: Supporting Independence and Strengths

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

## Section 8: Bringing It All Together

Everything in this course connects here. Communication, professional boundaries, safety, dementia care, de-escalation, abuse prevention, and documentation all exist to serve a person with rights, choices, and dignity. When you keep the client at the center of every decision and honor their rights, you're not just completing tasks — you're delivering care worthy of the person.

## Key Terms

Term	What it means
Home Care Bill of Rights	Minn. Stat. 144A.44 — the rights of home care clients.
Person-centered care	Care built around the client's goals, preferences, and dignity.
Autonomy	A client's right to make their own decisions.

Right to refuse	A client's right to decline care after being told the consequences.
Cultural responsiveness	Respecting and adapting to a client's culture, faith, and values.
Retaliation	Punishing a client for exercising a right, such as complaining — prohibited.

## Check Your Understanding

1. Which statute is the Home Care Bill of Rights, and who must comply?
2. What does person-centered care mean in practice?
3. How do you support a client's right to refuse?
4. Give three ways to protect dignity and privacy.
5. What is the client's right regarding complaints?

## What's Next

### Looking ahead

This completes the CNAs, HHAs, PCAs & Caregivers course. Keep each lesson's completion record on file, and pair these with your agency's required competency checks.