



Home and Community Support Services Agency (HCSSA) Clients: Requesting PPE and Your Rights

You may ask the HCSSA to provide you with PPE to wear while receiving services.

The HCSSA must inform you about risk factors regarding infection control. While you are not required to wear PPE while HCSSA staff are providing care, if you do want to do so, the HCSSA must ensure you have appropriate PPE to use while receiving HCSSA services. Infection control supplies and equipment, such as PPE, must be addressed in your care plan, plan of care, or individualized service plan.

Your Rights.

If your request for PPE is not addressed to your satisfaction, you have the right to make a complaint.

How to Make a Complaint.

You can make any complaint, including complaints about PPE, over the phone, online or in writing.

- **By phone:** Call Compliant and Incident Intake (CII) toll-free 800-458-9858. Agents answer calls Monday through Friday from 7 a.m.-7 p.m. If calling outside those hours, leave a message and an agent will call back on the next workday.
- When leaving a message, please:
 - State and spell your name
 - Provide a daytime phone number, with area code
 - State the name and address of the HCSSA
 - Briefly tell CII about the complaint
- **To submit a written complaint (online or by mail):** Please click [here](#) for instructions.