

## **Rights of Residents in Personal Care Residences**

The Villas at Canterfield (VAC) will ensure the following Rights are guaranteed and cannot be waived by staff or by the resident or the resident's family or responsible person. Residents will be free to exercise these Rights without being punished or harassed by employees of VAC. Upon admission to the community, a copy of the Resident Rights will be provided to the resident. If he or she cannot read them for any reason, a member of VAC staff will read and explain these rights. These Rights include but are not limited to:

- A. Every resident's participation in personal care shall be voluntary and the prospective residents shall be provided with sufficient information regarding the residence to make an informed choice regarding participation and acceptance of services. In addition, residents have the right to make choices and decisions regarding aspects of life that are important to him/her such as times to rise and retire, how to spend private time, activity preferences, mealtimes, etc.
- B. Every resident's civil and religious liberties including the right to independent personal decisions and knowledge of available choices shall not be infringed. Residents will be able and assisted to exercise the constitutional rights guaranteed to citizens of this state and country including, but not limited to, the right to vote.
- C. Every resident shall have the right to have private communication and consultation with his or her physician, attorney, and any other person. Private access to a telephone must be made available to residents by the community. Residents have the right to have a private phone in their apartment at their own expense.
- D. Every resident, resident's representative, resident's legal representative, if any, shall have the right to present grievances on behalf of himself, herself, or others, to the residences staff, administrator or personal care operator, to government officials, to long term care ombudsmen or to any other person without fear of reprisal and to join with other residents or individuals within or outside of the residence to work for improvements in resident care.
- E. Every resident shall have the right to manage his or her own financial affairs unless the resident has been adjudicated incompetent by a court of competent jurisdiction.
- F. Every resident shall have the right to have privacy in treatment and in caring for personal needs. This means that all persons must knock on their apartment door before entering the resident's room. In addition, all residents should have access to privacy within and freedom to use a bathroom 24/7.
- G. Every resident shall have the right to confidentiality in the treatment of personal, social, financial, and medical records, and security in storing personal possessions.

- H. Every resident shall have the right to receive courteous fair and respectful care and treatment and a written statement of the services provided by the residence including those required to be offered on an as needed basis.
- I. Every resident shall have the right to receive or to send personal mail or any other correspondence without interception or interference by the operator or any person affiliated with the operator.
- J. Every resident shall have the right not to be coerced or required to perform work of staff members or contractual work
- K. Every resident shall have the right to use, keep, and control his or her own personal property and possessions in the immediate living quarters, except if it would interfere with the safety or health of other residents. Each resident has the right to reasonable safeguards for the protection and security of any personal possessions brought into the community.
- L. Every resident shall have the right to receive adequate and appropriate assistance with activities of daily living, to be fully informed of their medical condition, and proposed treatment, unless medically contraindicated, and to refuse medication, treatment or services after being fully informed of the consequences of such actions, provided that an operator shall not be held liable or penalized for complying with the refusal of such medication, treatment or consequences of such refusal. Residents have the right to choose the physician, home health or hospice agency, etc. of their choice and to receive care and communication from their choice without the interference of the community.
- M. Every resident and visitor shall have the responsibility to obey all reasonable regulations of the residence and to respect the personal rights and private property of the other residents.
- N. Every resident shall have the right to include their signed and written version of the events leading to an accident or incident involving such resident in any report of such accident or incident.
- O. Every resident shall have the right to receive or refuse visits from family members and other visitors of the resident's choosing without interference from staff working in the community. However, if the community staff suspects or has proof that a visitor may endanger a resident's safety by abuse, theft, or other criminal activity, then VAC staff will report this activity to the family or responsible person and also, if appropriate, the government agency that formally handles such situations.

- P. If a resident who is married and the spouse is also a resident in the community, both residents must be allowed to share a room unless they request otherwise. However, no more than two residents may share a bedroom or private living space.
- Q. Residents must be free to practice their religious beliefs as they choose. Each resident has the right to participate in social, religious, and community activities that do not interfere with the rights of other residents.
- R. Residents have the right to be free from mental, verbal, sexual, and physical abuse, neglect and exploitation.
- S. A resident has the right to be free from actual or threatened physical or chemical restraints and the right to be free from isolation, corporal, or unusual punishment including interference with the daily functions of living, for instance, eating or sleeping.
- T. Residents have the right to read their file and request the community to provide a copy of the file to the resident.
- U. Residents or their POA have the right to arrange to move from the community after providing a thirty-day notice in writing to the administrator of the community.
- V. Every resident shall have the right to written notice of any fee increase not less than sixty days prior to the proposed effective date of the fee increase; provided, however, that if a resident, resident representative or legal representative agrees in writing to a specific rate or fee increase through an amendment of the residency agreement due to the resident's need for additional care, services or supplies, the operator may increase such rate or fee upon less than sixty days written notice.

Any resident, who believes his or her rights have been violated by VAC may pursue resolution through "Remedies for Residents of Personal Care Homes Act".

**By Signature below, I acknowledge that I have received a copy of the Resident's Rights and that these rights have been fully explained to me.**

Resident/POA

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_