



## Resident Rights

<b>Department Responsible: All Departments</b>	<b>Manual: Compliance</b>
<b>Approved/Origination Date 11/22/16</b> <b>Reviewed Date: 1/10/19</b> <b>Revised Date:</b>	<b>Approved by: Sr. VP for Strategic Growth &amp; General Counsel</b>

**PURPOSE:** The purpose of United Church Homes, Inc. (UCH) policy on resident rights is to establish uniform rights for Community staff to follow related to the Resident's rights and protections under the state and federal laws.

### **RESIDENT RIGHTS**

Every resident has

1. The right to be treated with dignity and respect.
2. The right to be informed in writing about services and fees before you enter our Community.
3. The right to know how to receive a refund, and how to apply for and use Medicare and Medicaid benefits.
4. The right to manage your own money or choose someone else you trust to do this for you.
5. The right to privacy, and to keep and use your personal belongings and property as long as it doesn't interfere with the rights, health or safety of others.
6. The right to have a choice over your own schedule (for example, when you wish to get up, eat your meals, or go to bed).
7. The right to participate in the activities programs designed to meet your needs and the needs of the other residents.
8. The right to refuse treatment and be informed of the consequences of the refusal.
9. The right to an environment like a home that maximizes your comfort and provides you with assistance to be as independent as possible.
10. The right to be free of discrimination (UCH does not discriminate based on race, color, creed, religion, gender, sexual orientation, gender identity and/or expression, familial status, disability, national origin, age, genetic information or ancestry).
11. The right to be free from restraints (physical and chemical (medication)) or prolonged isolation/seclusion.
12. The right to make complaints/grievances without fear of punishment.

13. The right to get proper medical care including being informed about your health status (you medical condition, prescriptions and over the counter medications) and participating in your healthcare decisions in a language you understand.
14. The right to choose your physician.
15. The right to create an Advance Directive (a living will, healthcare power of attorney, healthcare proxy, after death wishes) in accordance with state law.
16. The right to have your representative and/or doctor notified if you have a change in condition (mental or physical) or abnormal test results, your treatment significantly changes, you are injured, or you are to be transferred or discharged from the Community.
17. The right to spend time with visitors at any time as long as the visit does not interfere with the provision of care and privacy of you and other residents.
18. The right to get social services assistance for contacting legal and financial representatives, discharge planning, or counseling.
19. The right to leave the Community. (If your health allows and your physician agrees you can make advance arrangements with the Community staff to spend time away from the Community visiting family and friends during the day or overnight.)
20. The right to be discharged and protected against unfair transfer or discharge by appealing the transfer or discharge to the state as provided by the Community staff upon request.
21. The right to form or participate in a resident group/council to discuss issues and concerns about policies and operations.
22. The right to have family and friends involved in your care and treatment.
23. The right to have information concerning any research or experimentation proposed as a part of your care and treatment in the Community, as well as the right to refuse without jeopardizing continuing care or treatment.
24. The right to confidential treatment of your medical records and to give permission for your medical records to be released to someone outside the Community (and those provisions required by law in the Health Insurance Portability and Accountability Act (HIPAA)) except in the case of continuing care and treatment with another provider, or according to payment contracts or as required by law.
25. The right to a copy of your bill as well as an explanation of fees and payments regardless of the payer source and, upon request, information relating to financial assistance available through the Community or other participating agencies.
26. The right to privacy when consulting or communicating with your medical professionals, attorney or any other individual.
27. The right to receive, send and mail sealed unopened personal correspondence.
28. The right to use tobacco (unless not medically advisable by your physician) under the rules of the Community.
29. The right to consume alcohol unless not medically advisable by your physician.

30. The right to observe and participate in religious activities.
31. The right to reasonable access to a telephone for private communication.
32. The right to have room door(s) closed and to have them not opened without knocking unless not medically advisable.
33. The right to withhold payment of a physician visit if the physician did not visit.
34. The right to have clothing or bedsheets changed as the need arises to assure your comfort and sanitation needs are met.
35. The right to obtain the name and any specialty of any physician or other person responsible for your care and treatment.
36. The right to be free from abuse and exploitation (physical, verbal, emotional).
37. The right to receive reasonable notice when your room or roommate changes.
38. The right to a copy of these rights upon request.