

# HOME AWAY FROM HOME

## The JF Care LLC

### RESIDENTS RIGHTS

**The JF Care LLC.** Facility shall ensure the residents exercise all of their rights under the law. A copy of the resident rights, as listed in this policy, shall be placed in a conspicuous location, plainly visible and easily read by all resident, staff and visitors. A copy of these rights shall also be included in the resident admission documents. Residents have a right to:

- Be treated with consideration, respect, and full recognition of the resident's human dignity and individuality.
- Receive treatment, care and service's that are adequate, appropriate and in compliance with relevant State, Local and Federal laws and regulations.
- Participate in planning the resident's service plan and medical treatment.
- Choose a pharmacy provider, subject to the provider's reasonable policies and procedures with regard to patient safety in administration of medication.
- Refuse treatment and or medications after the possible consequences of refusing treatment are fully explained
- Privacy, including the right to have staff knock on the resident's door before entering unless the staff member knows that the resident is asleep.
- Be free from mental, verbal, sexual, and physical abuse, involuntary seclusion and exploitation
- Be free from physical and chemical restraints.
- Confidentiality (see policy on confidentiality)
- Manage personal financial affairs to the extent permitted by law.
- Maintain legal counsel.
- Attend or not attend religious services as the resident chooses and receive visits from members of the clergy
- Possess or use personal clothing and other personal effects to a reasonable extent, and to have reasonable security for those effects in accordance with the Assisted Living program's security policy.
- Determine dress, hairstyle or other personal effects according to individual preference, unless the personal hygiene of the resident is compromised.
- Meet or visit privately with any individual the resident chooses, subject to reasonable restrictions on visiting hours and places, which shall be posted by the assisted living manager.
- Make suggestions, complaints or present grievances on behalf of the resident or others to the assisted living manager, government agencies or other's person's without threat or fear of retaliation. (See Grievance Policy)
- Have access to writing instruments, stationery and postage.
- Receive a prompt response, through an established complaint or grievance procedure, to any complaints, suggestions, or grievances the resident may have.

- Have access to the procedure for making complaints to:
  - A. The Long Term Care Ombudsman Program of the Dept. of Age as set forth in COMAR 32.03.02
  - B. The Adult Protection Services Program of the Local Sept. of Social Services
  - C. The Office of Health Care Quality of the Dept. and
  - D. The designated protection and advocacy agency, if applicable
- Receive and send correspondence, without delay, and without correspondence being opened.
- Receive a prompt, reasonable response from an Assisted Living Manager or staff to a personal request of the resident.
- Receive notice before a resident's roommate is changed, and the extent possible, have input into the choice of roommate.
- Have reasonable access to the private use of a common use telephone within the facility.
- Retained personal clothing and possessions as space permits with the understanding that the assisted living program may limit the number of personal possessions retained at the facility for the health and safety of the other residents.
- Serviced prohibited: A resident may not be assigned to do any work for the assisted living program without the resident's consent and appropriate compensation, unless the resident declines to be compensated.
- Adult Medical Day Care: **1.** Adult day care attendance may be encouraged. **2.** Adult day care attendance or attendance at any other structured program shall be voluntary, not mandatory. **3.** Program's admission agreement.

**CONFIDENTIALITY**  
**COMAR 10.07.14.35B**

It is the policy of this facility that all information concerning our residents be kept in a confidential manner.

Any case discussion, consultation, examination, or treatment of a resident is"

- Confidential
- To be done discreetly
- Not open to an individual who is not involved directly in the care of the resident, unless the resident's representative permits the individual to be present.

The personal and medical records of a resident are confidential and may not be released without the consent of the resident or resident's representative to any individual who is not associated with the assisted living programs or associated with the assisted living program but does not have demonstrated need for the information.

The exceptions to this are:

- If the law requires the records to be released
- If necessary to transfer to another facility