SAMPLE DOCUMENT: 10.07.14.35

Resident Rights

A resident has the right:

1. **To be treated with consideration, respect, and full recognition of the resident's human dignity and individuality;**

2. **To receive treatment, care, and services that are adequate, appropriate, and in compliance with relevant State, local, and federal laws and regulation;**

3. **To participate in planning the resident's service plan and medical treatment;**

4. **Choose a pharmacy provider, subject to the provider's reasonable policies and procedures with regard to patient safety in administration of medications;**

5. **To refuse treatment after the possible consequences of refusing treatment are fully explained;**

6. **To privacy, including the right to have a staff member knock on the resident's door before entering unless the staff member knows that the resident is asleep;**

7. **To be free from mental, verbal, sexual, and physical abuse, neglect, involuntary seclusion, and exploitation;**

8. **To be free from physical and chemical restraints;**

9. **Confidentiality;**

10. **To manage personal financial affairs to extent permitted by law;**

11. **To retain legal counsel;**

12. **To attend or not attend religious services as the resident chooses, and receive visits from members of the clergy;**

13. **To posses and use personal clothing and other personal effects to a reasonable extent, and to have reasonable security for those effects in accordance with the assistant living program's security policy;**

14. **To determine dress, hairstyle, or other personal effects according to individual preference, unless the personal hygiene of a resident is compromised;**

Resident Rights Continued

15. **To meet or visit privately with any individual the resident chooses, subject to reasonable restrictions on visiting hours and places, which shall be posted;**

16. **To make suggestions, complaints, or present grievance on behalf of the resident, or others, to the assisted living manager, government agencies, or other persons without threat or fear of retaliation;**

17. **To receive a prompt response, through an established complaints or grievance procedure, to any complaints, suggestions, or grievance the residents may have;**

18. **To have access to the procedures for making complaints to:**
    a. **The Long-Term Care Ombudsman program of the Office on Aging as set forth in COMAR 32.03.02;**
    b. **The Adult Protective Services Program of the local department of social services;**
    c. **Office of Health Care Quality of the Department of Health and Mental Hygiene; and**
    d. **The designated protection & advocacy agency, if applicable;**

19. **To have access to writing instruments, stationary, and postage;**

20. **To receive a prompt reasonable response from an assisted living manager or staff to a personal request of the resident;**

21. **To receive and send correspondence without delay, and without the correspondence being opened, censored, controlled, or restricted, except on the request of the resident, or written request of the resident's representative;**

22. **To receive notice before the resident's roommate is changed and, to the extent possible, have input into the choice of a roommate;**

23. **To have reasonable access to the private use of a common use telephone within the facility;**

24. **To retain 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 other residents;**

NOTE: An assisted living program must place a copy of the Resident Rights in a conspicuous location, plainly visible and easily read by residents, staff and visitors, and provide a copy to each resident and resident's representative on admission.

Additional Resident Rights

A) Any case discussion, consultation, examination, or treatment of a resident is confidential; to be done discreetly, and not open to an individual who is not involved directly in the care of the resident, unless the resident or resident's representative permits the individual to be present.

B) Except as necessary for the transfer of a resident from the assisted living home to another facility, or as otherwise required by law, the personal and medical records of a resident are confidential and may not be released without the consent of the resident or the resident's representative to any individual who is not associated with the assisted living program, or who is associated with the assisted living but does not have a need for the information. The ALM shall share resident information with the Department of Health and Mental Hygiene for licensing purposes.

C) 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.

D) Adult Medical Day Care may be encouraged, but it shall be voluntary, not mandatory. Adult day care availability and policies shall be disclosed in the resident agreement.