



College Manor Resident Rights

To ensure that resident rights are respected and protected.

Residents do not leave their individual personalities or basic human rights behind when they move to an assisted living facility. Following is a list of resident rights recognized by management and employees.

Our residents have the right to...

1. Be treated with dignity and respect
2. Participate in decisions which affect them, both individually and corporately
3. Have their records containing personal and financial information kept confidential
4. Privacy.
5. Freedom to talk with the Manager without fear of reprisal.
6. Be treated fairly, courteously, and with respect by all staff.
7. Receive a prompt response to emergency calls and requests for assistance.
8. Manage their own financial affairs or to appoint someone they trust to handle those affairs for them
9. Personalize their dwelling unit
10. Communicate and socialize freely with individuals of their own choosing
11. Be free of physical or psychological abuse from staff, family and other residents
12. Live free from involuntary confinement and financial exploitation
13. Enjoy full use of the facility, including lounges, dining room, and activity areas, in compliance with facility guidelines.
14. Voice grievances without fear of reprisal from staff or management.
15. Recommend changes in policies and services.
16. Communicate privately by mail or telephone with anyone, including, but not limited to, relatives, friends, caseworkers, lawyers, medical and psychiatric facilities, health care professionals, and members of public agencies.
17. Have visitors, provided the visits are conducted at reasonable hours, as defined by the house rules, and the visitors are not actively disruptive to other residents.
18. Exercise choice in attending and participating in activities, including religious services.
19. Be made aware of the policy and procedure for handling grievances and problems. If the outlined procedure does not resolve the problem to the resident's satisfaction, he/she may contact the following individuals or agencies: Office of Health Care Quality, AL Ombudsman 410402-8201.
20. Form resident councils and conduct meetings in private.
21. Be consulted and encouraged to have input into their assistance/service plan which guides the services delivered to the resident.
22. Received resident policies and facility policies in writing prior to moving in.
23. Be given thirty (30) days written advance notice of termination of residency, except in cases of medical emergency or non-payment of rent.
24. Be given thirty (45) days written advance notice of changes in policies/procedures/fees and charges.

I acknowledge that I have read College Manor's Resident Rights.

Resident/ POA Signature

