

FRESNO-MADERA OMBUDSMAN PROGRAM

3845 N. Clark Avenue #201

Fresno, Ca 93726

Phone: 559-224-9177 Fax: 559-224-9106

RESIDENT RIGHTS IN A RESIDENTIAL CARE FACILITY FOR THE ELDERLY

Title 22, Division 6

California Code of Regulations

Section 87468

1. To be accorded dignity in his/her personal relationships with staff, residents, and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment.
3. To be free from corporal or unusual punishment, humiliation, intimidation, mental abuse or other actions of a punitive nature, such as withholding of monetary allowances or interfering with daily living functions such as eating or sleeping patterns or elimination.
4. To be informed by the licensee of the provisions of law regarding complaints and of procedures to confidentially register complaints, including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency.
5. To have freedom of attending religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis.
6. To leave or depart the facility at any time and not to be locked into any room, building or on facility premises by day or night. This does not prohibit the establishment of house rules, such as locking of doors at night, for the protection of residents; nor does it prohibit with the permission of the licensing agency, the barring of windows against intruders.
7. To visit the facility prior to residence along with his/her family and responsible persons.
8. To have his/her family or responsible persons regularly informed by the facility of activities related to his/her care or services including ongoing evaluation, as appropriate to the resident's needs.
9. To have communications to the facility from his/her family and responsible persons answered promptly and appropriately.
10. To be informed of the facility's policy concerning family visits and other communications with residents.
11. To have his/her visitors, including ombudspersons and advocacy representatives permitted to visit privately during reasonable hours and without prior notice, provided that the rights of other residents are not infringed upon.
12. To wear his/her own clothes; to keep and use his/her own personal possessions, including his/her own toilet articles; and to keep and be allowed to spend his/her own money.
13. To have access to individual storage space for private use.
14. To have reasonable access to telephones, to both make and receive confidential calls. The licensee may require reimbursement for long distance calls.
15. To mail and receive unopened correspondence in a prompt manner.
16. To receive or reject medical care, or other services.
17. To receive assistance in exercising the right to vote.
18. To move from the facility.