

## **The House of the Good Shepherd**

### **Assisted Living/Comprehensive Personal Care Home Residents' Bill of Rights**

As a resident in this facility, you have rights guaranteed to you by state and federal laws. The House of the Good Shepherd is required to protect and promote your rights. Your rights strongly emphasize individual dignity and self-determination, promoting your independence and enhancing your quality of life.

You have the right to exercise all of your rights free from interference, coercion, discrimination or reprisal.

#### ***Access***

##### **You have the right:**

- To receive a written statement of resident rights and any regulations established by the facility.
- To receive prior to, or at the time of admission, and afterwards, an admission agreement that complies with all applicable laws and describes the services provided and the related charges.
- To receive upon request a written explanation of fee increases that are not related to increased services.
- To receive written documentation that fee increases based on a higher level of care are based on reassessment of your condition.

#### ***Transfer or Discharge***

##### **You have the right:**

- To receive written notice at least 30 days in advance when the facility requests your transfer or discharge. Notice shall include the name and contact information for the New Jersey Office of the Ombudsman for the Institutionalized Elderly.
- To be transferred or discharged only in accordance with the terms of the admission agreement and the law.
- To appeal an involuntary discharge as specified in department regulations.

## ***Care and Treatment***

### **You have the right:**

- To be cared for in a manner that enhances your quality of life, free from humiliation, harassment or threats
- To receive personalized services and care.
- To receive a level of care and services that addresses your changing physical and psychosocial status.
- To choose a physician, advanced practice nurse, or physician assistant.
- To obtain medications from a pharmacy of your own choosing.
- To refuse to participate in experimental research.
- To refuse medication and treatment after you have been informed of the possible consequences of this decision.
- To receive pain management as needed.
- To be free from chemical and physical restraints.
- To be free from physical and mental abuse, exploitation, and neglect.
- To live in safe and clean conditions in a facility that does not admit more residents than can safely be accommodated. To not be arbitrarily and capriciously moved to a different bed or room.
- To be treated with respect, courtesy, consideration and dignity.
- To retain and exercise all constitutional, civil and legal rights to which you are entitled.

## ***Personal Finances***

### **You have the right:**

- To have daily access to the money and property that you have deposited with the facility, and to delegate this right of access to a representative.
- To receive a quarterly written account of your funds, the itemized property deposited with the facility for your use and all financial transactions with you, your next-of-kin, or guardian.
- To manage your own finances or delegate that responsibility.

## ***Self-Determination***

### **You have the right:**

- To be valued as an individual, to be treated with dignity and respect in full recognition of your self-worth.
- To make choices with respect to services and lifestyle.
- To have your independence and individuality.
- To participate, to the fullest extent that you are able, in planning your own medical treatment and care.
- To have (or not have) family members and/or friends participate in service planning and implementation.
- To meet with any visitors of your choice, at any time, in accordance with facility policies and procedures.
- To request visits at any time by representatives of the religion of your choice and to attend outside religious services at your own expense.
- To take part in activities, and to meet with and participate in the activities of any social, religious, and community group.
- To participate in meals, recreation, and social activities without being subjected to discrimination based on age, race, religion, sex, marital status, nationality, or disability.
- To refuse to perform services for the facility.
- To keep and use your personal property.
- To wear your own clothes.
- To hire a private caregiver or companion at your expense and responsibility.
- To organize and participate in a resident council that presents residents' concerns to the administrator of the facility.
- To voice complaints without fear of interference, discharge, reprisal, and obtain contact information about government agencies to which residents can complain and ask questions.
- To expect the facility to promptly investigate and try to resolve your concerns.
- To contact the Ombudsman to advocate on your behalf, free from discrimination or reprisal, if you feel any of your rights have been violated.

## ***Privacy***

### **You have the right:**

- To privacy and to have your personal information kept confidential.
- To reasonable opportunities for private and intimate physical and social interaction with other people.
- To have a private telephone in your living quarters at your own expense.
- To receive and send mail in unopened envelopes and the right to request and receive assistance in reading and writing correspondence.

State of NJ

Office of the Ombudsman for the Institutionalized Elderly

PO Box 852

Trenton, NJ 08625

Toll-free hotline: 1-877-582-6995

Volunteer Advocate Program: 1-609-826-5053

[www.state.nj.us/OOIE](http://www.state.nj.us/OOIE)