

<b>Eden Recovery Center Inc.</b>	<b>SECTION: PROGRAM</b>	DATE CREATED: 01/04/2024
		DATE REVISED:
<b>Title: RESIDENT RIGHTS</b>		

**POLICY:**

All residents will be provided basic resident rights as listed under the current WIC 5325. Residents will be provided information in a language they understand as appropriate to the admission criteria for the facility.

Resident Rights that are pertinent to this facility include:

- Wear your own clothes
- Access to storage space
- Access to visiting hours
- Have access to telephone to make or receive calls
- Have access to letter writing materials, stamps and ability to receive unopened mail
- Seclusion and/or restraint-not used at this facility.

Resident’s Rights shall be posted in resident view and given to them during the admission process. The Resident Rights Advocate for the facility is the Program Director. Resident rights can only be denied by the attending physician by a written or phone order and must be clinically necessary.

If a resident has a complaint that his/her resident rights have been violated they may notify the Resident Rights Advocate for the facility (Program Director). The Advocate has two working days to investigate and solve the complaint. The outcome of the investigation must be reported back to the resident within 72hrs of the receipt of the complaint.

If the resident is not satisfied with the action taken by the Advocate her/she may request that the matter be referred to the County Resident’s Rights Rep for the Local Mental Health Director. Contact for this person must be provided to the resident, if requested, and must be posted with the Resident’s Rights.

Any right that had been denied by must be reinstated when the cause for the denial no longer exists. The medical provider must order the reinstatement on a written or phone doctor’s order. A review of rights that have been denied at the facility will be done annually by the local Clinical Director.

The resident will also be allowed to vote by absentee ballot during any local or national elections.

All residents have a right to request a consultation on their treatment. This will be evaluated by the Clinical Director and if possible, arranged with an appropriate provider. The cost of any consultation request will be billed to the resident.

All residents will be informed of what facility staff will be primarily responsible for their care as part of their orientation process

**RESIDENT RESPONSIBILITIES:**

- Provide accurate information on present complaints, past history and medications
- Share expectations of and satisfaction with the organization
- Ask questions when they do not understand
- Follow care instructions/accept consequences if they are not followed
- Follow the organizations policies and procedures
- Show respect for facility and other resident property
- Meet financial commitments

## **PRIVACY RIGHTS:**

All residents have a right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information with
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated