

[Name of Provider Organization]

**STATEMENT OF RESIDENTS' RIGHTS**

**(If more than one person will occupy a unit, one form must be signed by each resident)**

**The Provider shall give a copy of this Statement of Residents' Rights to each resident at or before the time the resident signs a continuing care contract, and at any time when the resident is proposed to be moved to a different level of care within or outside the continuing care retirement community.**

**1. CONTINUING CARE CONTRACT STATUTES**

**Health and Safety Code Section 1771.7 grants the following rights to residents of continuing care retirement communities:**

**A. No resident of a continuing care retirement community shall be deprived of any civil or legal right, benefit, or privilege guaranteed by law, by the California Constitution, or by the United States Constitution solely by reason of status as a resident of a community. In addition, because of the discretely different character of residential living unit programs that are a part of continuing care retirement communities, the continuing care contract statute resident rights shall augment Chapter 3.9 (commencing with Section 1599), Sections 73523 and 87572 of Title 22 of the California Code of Regulations, and other applicable state and federal law and regulations.**

**B. A prospective resident of a continuing care retirement community shall have the right to visit each of the different care levels and to inspect assisted living and skilled nursing home licensing reports including, but not limited to, the most recent inspection**

**reports and findings of complaint investigations covering a period of no less than two years, prior to signing a continuing care contract.**

**C. All residents in residential living units shall have all of the following rights:**

- (1) To live in an attractive, safe, and well maintained physical environment.**
- (2) To live in an environment that enhances personal dignity, maintains independence, and encourages self-determination.**
- (3) To participate in activities that meet individual physical, intellectual, social, and spiritual needs.**
- (4) To expect effective channels of communication between residents and staff, and between residents and the administration or provider's governing body.**
- (5) To receive a clear and complete written contract that establishes the mutual rights and obligations of the resident and the continuing care retirement community.**
- (6) To manage his or her financial affairs.**
- (7) To be assured that all donations, contributions, gifts, or purchases of provider-sponsored financial products shall be voluntary, and may not be a condition of acceptance or of ongoing eligibility for services.**
- (8) To maintain and establish ties to the local community.**
- (9) To organize and participate freely in the operation of independent resident organizations and associations.**
- (10) To freely exercise all rights pursuant to Section 1771.7 of the Health and Safety Code, in addition to political rights, without retaliation by the Provider.**

## **II. RESIDENTIAL CARE FACILITY FOR THE ELDERLY LAW**

**Pursuant to Section 87572 of Title 22 of the California Code of Regulations, you shall have personal rights, which include, but are not limited to, the following:**

- 1. To be accorded dignity in your 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 register complaints confidentially, including, but not limited to, the address and telephone number of the complaint receiving unit of the Department of Social Services.**
- 5. To have the freedom of attending religious services or activities of your choice and to have visits from the spiritual advisor of your choice. (Attendance at religious services, in or outside the facility, shall be voluntary.)**
- 6. To leave or depart the facility at any time and not to be locked in any room, building, or premises at the facility by day or night. (This does not prohibit the establishment of rules applicable to the facility, such as the locking of doors at night, for the protection of residents; nor does it prohibit, with permission of the Department of Social Services, the barring of windows against intruders).**

- 7. To visit the facility prior to residence, along with your family and responsible persons.**
- 8. To have your family or responsible persons regularly informed by the licensee of activities related to your care or services including ongoing evaluations, as appropriate to your needs.**
- 9. To have communications to the licensee from your 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 as specified in Health and Safety Code Section 1569.313.**
- 11. To have your 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 your own clothes; to keep your own personal possessions, including your toilet articles; and to keep and be allowed to spend your own money.**
- 13. To have access to individual storage space for private use.**
- 14. To have access to telephones in order to make and receive confidential calls. The licensee may require reimbursement from you for long distance calls.**
- 15. To mail and receive unopened correspondence in a prompt manner.**
- 16. To receive or reject medical care or health-related services.**
- 17. To receive assistance in exercising the right to vote.**
- 18. To move from the facility.**
- 19. To be informed of the appropriate licensing agency to contact regarding complaints, which is:**

**Department of Social Services  
Community Care Licensing Office  
744 P Street  
Sacramento, CA 95814  
Telephone: 858-467-2367**

- 20. To be informed of the procedure for reporting known or suspected elder abuse. If you wish to report known or suspected elder abuse, you may contact:**  
**(a) Provider's Chief Executive Officer or any supervisor; and/or (b) the statewide Ombudsman Toll Free 24-hour CRISIS line at 1-800-231-4024 and/or the local Ombudsman's Office at telephone number: 800-640-4461.**

**By signing below, you acknowledge that you have received a copy of the personal rights delineated above and outlined in Title 22 of the California Code of Regulations at the time of your admission:**

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<b>Signature of Resident</b>	<b>Resident's Personal Representative, if any</b>
	<b>N/A</b>
<b>Printed Name</b>	<b>Personal Representative's Relationship to Resident</b>
<hr/>	
<b>Date</b>	<b>Printed Name</b>
	<hr/>
	<b>Date</b>