



VILLA MARIA RETIREMENT CENTER RESIDENT RIGHTS

Villa Maria shall provide in writing a copy of resident rights to all residents prior to move-in or at the time of occupancy. The resident or the resident's representative, if applicable, shall acknowledge receipt and understanding of their rights by evidence of their signature.

Each resident's file shall contain a copy of the written acknowledgment, which shall be signed and dated by the director and the resident and/or the resident's representative, if applicable.

Residents will be notified when changes occur in resident rights.

Resident rights will be prominently displayed in the community.

Residents will be informed of how to lodge a complaint with the Health Standards Section, the Office of Civil Rights, the Americans with Disabilities Act, the Office of the State Ombudsman, and the Advocacy Center. Contact information including telephone numbers and addresses for these entities shall be posted in a prominent location which is easily accessible to residents.

In addition to the basic civil and legal rights enjoyed by other adults, residents shall have the rights listed below:

- Be encouraged in the exercise of their civil or legal rights, benefits or privileges guaranteed by the Constitution of the United States and the Constitution of the State of Louisiana including the right to be free of discrimination or segregation based upon race, sex, handicap, religion, creed, national background or ancestry with respect to residency;
- Be treated as individuals in a manner that supports their dignity;
- Be assured choice and privacy and the opportunity to act autonomously, take risks to enhance independence and share responsibility for decisions;
- Participate and have family participate, if desired, in the planning of activities and services;
- Receive care and services that are adequate, appropriate, and in compliance with contractual terms of residency, relevant federal and state laws, rules and regulations and shall include the right to refuse such care and services;
- Receive upon moving in, and during his or her stay, a written statement of the services provided by the ARCP and the charges for these services;
- Be free from mental, emotional, and physical abuse and neglect, from chemical or physical restraints, and from financial exploitation and misappropriation of property;



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- Have records and other information about the resident kept confidential and released only with the written consent of the resident or resident's representative or as required by law;
- Expect and receive a prompt response regarding requests (service, information, etc.) from the director and/or staff;
- Have the choice to contract with a third-party provider for ancillary services for medically related care (e.g., physician, pharmacist, therapy, podiatry, hospice,) and other services necessary as long as the resident remains in compliance with the contractual terms of residency;
- Be free to receive visitors of their choice without restriction except where the residents share bedrooms or apartments:
 - where residents do share bedrooms or apartments, reasonable restrictions that provide for the health, safety, and privacy of other residents shall be allowed;
- Manage their personal funds unless this authority has been delegated to the ARCP or to a third party by the resident, the resident's legal representative, or an agency that has the authority to grant representative payee status or fiscal management authority to a third party;
- Be notified, along with their representative in writing by the ARCP when the ARCP's license status is modified, suspended, revoked or denied renewal and to be informed of the basis of the action;
- Have choices about participation in community activities and in preferred activities, whether they are part of the formal activities program or self-directed;
- Share a room with a spouse or other consenting adult if they so choose;
- Voice grievances and suggest changes in policies and services to staff, advocates or outside representatives without fear of restraint, interference, coercion, discrimination, or reprisal and the ARCP shall make prompt efforts to address grievances including with respect to the behavior of other residents;
- Remain in their personal living area unless a change in the area is related to resident preference or to conditions stipulated in their contract, or necessitated by situations or incidents that create hazardous conditions in the living area;
- Live in a physical environment which ensures their physical and emotional security and well-being;
- Bring service animals into the ARCP;
- Bring pets into the ARCP if allowed by the ARCP and kept in accordance with the policies of the ARCP;
- Contact their advocates as provided by law;



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- Be fully informed of all residents' rights and all rules governing resident conduct and responsibilities;
- Be informed of how to lodge a complaint with the Health Standards Section, the Office of Civil Rights, the Americans with Disabilities Act, the Office of the State Ombudsman, and the Advocacy Center. Contact information including telephone numbers and addresses for these entities shall be posted in a prominent location which is easily accessible to residents;
- Have the right to privacy in his/her apartment or room(s), including the right to have:
 - a closed apartment or room door(s); and
 - the ARCP personnel knock before entering the apartment or room(s) and not enter without the resident's consent, except in case of an emergency or unless medically contraindicated.