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### **Admission agreements:**

These must include house rules and policies that are intended to protect the consumer so that no consumer, when exercising their personal rights infringes upon the personal rights of any other consumer.

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## **Licensed Adult Facilities Residents' Rights**

### **Basic Rights**

- To be informed of his/her rights including confidentiality
- To dignity, privacy and humane care
- To be free from harm, abuse and discrimination
- To freely practice their religion
- To receive assistance in exercising their right to vote
- Other rights in accordance with state and federal laws

### **Personal Belongings**

- To wear his/her own clothes
- To possess and use his/her own personal items including his/her own toiletry items

- To possess and control his/her own cash resources
- To have access to individual storage for his/her private use

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**Need assistance or have  
questions call toll free  
(800) 668-4240 or  
(714) 276-8145**

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### **Visitors & Communications**

- To visit the facility with his/her relatives or authorized representative prior to admission
- To have visitors, including advocacy representatives, visit privately during waking hours
- To have access to telephones in order to make and receive confidential calls, provided that such calls do not infringe upon the rights of other consumers and do not restrict availability of the telephone during emergencies
- To mail and receive unopened correspondence
- To have communications to the facility from his/her relatives or authorized representative answered promptly and completely, with the consumer's consent

### **Transportation and Meals**

- To have transportation to medical and dental appointment and prompt medical

care and treatment provided or to have arrangements made for these services.

- To leave and return to the facility at any time not be locked in or out
- To move from the facility with a 30 day notice. If you are on conservatorship you can do so with the conservator's approval in accordance with the terms of the Admission Agreement
- To nutritional means, in accordance with licensing requirements

### **What do patient advocates do?**

- Investigate and resolve complaints, concerns, or grievances received from the consumers about rights violations
- Coordinate efforts with other agencies as needed and when appropriate
- Visit facilities and monitor for compliance consumers rights laws, regulations and policies
- Ensure consumers, staff, owners and administrators are informed of the rights of the consumers
- Provide training and education for licensees, administrators, consumers and other professionals

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**Board and Care houses are  
licensed residential facilities  
that provide 24 hour care and  
supervision to consumers.**

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