

RESIDENTIAL RIGHTS FOR BOARD AND CARE FACILITIES



If you have any questions or complaints regarding your rights, contact your advocate at:

MHS Patients' Rights Advocacy Services

600 West Santa Ana Blvd., Suite 805

Santa Ana, CA 92701

(714) 276-8145

(800) 668-4240

Fax: (714) 242-1579

Hours of Operation

Monday through Friday
8 a.m – 5 p.m.

mhsinc.org/pras

If you are unable to reach your patients' rights advocate, contact:

California Department of Social Services

California Department of Social Services
Community Care Licensing Division
Centralized Complaint and Information Bureau

744 P Street

Sacramento, CA 95814

(844) 538-8766

Website: LetUsNo@dss.ca.gov

- OR -

California Department of Health Care Services

Mental Health Ombudsman's Services

(800) 896-4042

E-mail: mhombudsman@dhcs.ca.gov



mhs

**MENTAL
HEALTH
SYSTEMS**



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.

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

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

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

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