



# Asheir Manor

Assisted Living

Providing Quality Care from the Heart

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## **YOUR RIGHTS UNDER THE LAW**

### **Quality of Care**

You have a right to receive treatment, care and services that are adequate and appropriate. You have the right to participate in your service plan, which defines the type of care you will receive. Your service plan should be developed within 30 days of move in and be reviewed at least every 6 months. *You have the right to care that promotes your physical, emotional, spiritual and social wellbeing.*

It is important that you and your family understand what you are entitled to you enter a facility. This chapter highlights some of your most important rights.

### **Refusing Treatment**

You have the right to refuse treatment, and the consequences of refusing must be fully explained to you. However, refusal of treatment may lead to situations that result in the provider being able to terminate your contract and discharge you.

### **Your Belongings**

You have the right to keep and use your own clothing and other personal belongings as space, safety, and security permits.

### **Spouses**

If it is feasible to do so, you have the right to share a room with your spouse.

### **Legal Counsel**

You have the right to have a lawyer and to meet with your lawyer in private.

### **Roommate**

You have the right to receive notice before your roommate is changed and, to the extent possible, have input into the choice of room-mate.

### **Mail**

You have the right to have access to writing instruments, stationary, and postage. You have the right to send and receive correspondence, and to have this correspondence remain private.



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## **Confidentiality**

You have the right to confidentiality. Any discussion about your treatment or medical diagnosis should be in private. Your health care records should not be available to anybody who is not directly in your care, except as otherwise allowed by law.

## **Religion**

You have the right to practice the religion of your choice, and to attend or not attend religious services. You have the right to receive visits from members of the clergy.

## **Restraints**

You have the right to be free from physical and chemical restraints, unless they are ordered by your doctor to treat your symptoms or medical conditions. A physical restraint is a device that keeps you from moving freely or having access to your body such as a restraining vest or bed rail. Chemical restraints are medications such as drugs for depression, tranquilizers, or sedatives. They should never be used for the convenience of the staff or to discipline a resident.

## **Dignity**

You have the right to be treated with consideration, respect, and full recognition of your human dignity and individuality. Part of being treated with dignity is having right to self-determination, including the right to determine dress, hairstyle, or other personal effects according to individual preference.

## **Privacy**

You have the right to privacy, including the right to have a staff member knock on your door before entering (unless the staff member knows you are asleep). You have the right to have visitors and phone calls in private. You have the right to have visitors of your choice subject to the reasonable rules of the provider.

## **Freedom from Abuse and Neglect**

You have the right to be free from mental abuse, verbal abuse, sexual abuse, neglect, involuntary seclusion, and exploitation.  
You have a right to call the



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### **Discharge Rights**

You have a right to 30 days' notice, if the facility plans to discharge you against your will. In a health care emergency, it can move you immediately to a safe and proper setting. You have the right to immediately remove yourself from the facility in a health care emergency. Your Resident Agreement (contract) with the provider should clearly state what actions, circumstances, or conditions would allow it to involuntarily discharge you from the facility.

### **Grievances and Complaints**

You have a right to make suggestions or complaints or present grievances to the assisted living manager. You have the right to receive a prompt response to any concern or complaint. Your provider should have an established internal complaint procedure.

You can find the regulations in your local public library or on the internet at, [https://constmail.gov.state.md.us/comar/dsd\\_web/default.htm](https://constmail.gov.state.md.us/comar/dsd_web/default.htm) . Ombudsman, Adult Protective Services, and Office Of Health Care Quality to report neglect or abuse.

### **Staffing**

You have the right to have a sufficient number of staff in the facility to meet your needs and the needs of the other residents. A staff member should always be present when you are in the facility.

### **Managing Your Money**

You have the right to handle your own financial affairs or to appoint a representative of your choice to manage your financial affairs. An assisted living provider may, but does not have to, assist you with your financial affairs.

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