

Residents Rights, Protections and Responsibilities in Certified Adult Care Facilities

The Social Services Law gives you certain rights as a resident in an adult care facility.

You have the right:

- to receive courteous, fair and respectful care and treatment at all times, have your dignity preserved; be free from coercion and restraint; and not be physically, mentally or emotionally abused, or subject to any occurrence which would constitute a reportable incident.
- to exercise your civil rights and religious liberties and to make personal decisions, including your choice of physician, and to have the assistance and encouragement of the operator in exercising these rights and liberties.
- to have private, written and verbal communications or visits with anyone of your choice, or to deny or end such communications or visits.
- to receive and send mail or any other correspondence unopened and without interception or interference.
- to present grievances or recommendations on your own behalf, or on the behalf of other residents, to the administrator or facility staff, the State Department of Health, other government officials or any other parties without fear of reprisal.
- to join with other residents or individuals inside or outside the facility to work for improvements in resident care.
- to confidential treatment of personal, social, financial and health records.
- to have privacy in treatment and in caring for personal needs.
- to receive a written statement (admission agreement) of the services regularly provided by the operator, those additional services which will be provided if needed or requested and the charges (if any) of these additional services.
- manage your own financial and personal affairs, including but not limited to the right to determine from whom medical services are received, provided such services are within the provider's scope of practice.
- to perform work for the facility, but you must be afforded the opportunity to seek employment, volunteer, and work in the greater community if you so choose, and if you do perform work on behalf of the facility, to receive fair compensation from the operator.
- to have security for any personal possessions if stored by the operator.
- to have recorded on the facility's accident or incident report your version of the events leading to the accident or incident.
- to object if the operator terminates your admission agreement against your will. The operator shall provide instructions for formally making an objection if requested by you, the resident.
- to privacy in your own room or sleeping unit, and in caring for personal needs, with only you the resident and appropriate staff having access.
- be provided the ability to select a private room if one is available and affordable to you. Residents in shared rooms shall be afforded a choice of roommates and operators shall take all reasonable steps to accommodate a resident's expressed choice.
- to decorate your room to taste in compliance with all applicable local and state fire and safety codes
- neither be restrained in any way nor locked in a room at any time.
- A resident shall not be permitted, or obliged, to provide any operator or agent of the operator any gratuity in any form.
- be permitted to engage in community life, including life outside of the facility, to the degree that you prefer and in full recognition of your safety.
- to be afforded the right to control their own schedule and activities and have access to reasonably available foods of preference at any time.

In addition, law and regulations provide other protections.

All your rights and protections are described in the Resident Rights and Protections pamphlet the operator gave you at or prior to your admissions interview.

If you feel that any of these rights and protections are being violated you may file a complaint with the New York State Department of Health at:

**Toll Free Complaint Hotline
1-866-893-6772**

Capital District Regional Office

875 Central Avenue
Albany, NY 12206
Phone: (518) 408-5287

Central New York Regional Office

217 South Salina Street
Syracuse, NY 13202
Phone: (315) 477-8472

Western Regional Office

335 E. Main Street, 1st Floor
Rochester, NY 14607
Phone: (585) 423-8185

Metropolitan Area Regional Office

90 Church Street
New York, NY 10007
Phone: (212) 417-4440