

A CONDENSATION OF NORTH CAROLINA'S BILL OF RIGHTS FOR ADULT CARE HOME RESIDENTS

- To be treated with consideration, respect, and full recognition of personal dignity and individuality and right to privacy.
- To receive care, treatment, and services that are adequate and appropriate, and in compliance with relevant Federal and State laws and rules and regulations.
- To receive upon admission and during his or her stay a written statement of services provided by the facility the charges for these services.
- To be free of mental and physical abuse, neglect and exploitation.
- Except in emergencies, to be free from chemical and physical restraint unless authorized for a specified period of time by a physician according to clear and indicated medical need.
- To have his or her personal and medical record kept confidential and not disclosed without the written consent of the individual or guardian, which consent shall specify to whom disclosure may be made except as required by applicable state and federal statute or regulation or by third party contract.
- To receive from the administrator or staff of the facility a reasonable response to all requests.
- To associate and communicate privately and without restriction with people and groups of his or her own choice on his or her own initiative at any reasonable hour.
- To have access at any reasonable hour to a telephone where he or she may speak privately.
- To send and receive mail promptly and unopened, unless the resident requests that someone open and read mail, and to have access at his or her expense to writing instruments, stationery and postage.
- To be encouraged to exercise his or her right as a resident and citizen, and to be permitted to make complaints and suggestions without fear of coercion or retaliation.
- To have and use his or her own possessions where reasonable and have an accessible lockable space provided for security of personal valuables. This space shall be accessible only to the residents and the administrator or supervisor in charge.
- To manage his or her personal needs funds unless such authority has been delegated to another. If authority to manage personal needs funds has been delegated to the facility, the resident has the right to examine the account at any time.
- To be notified when the facility is issued a provisional license by the North Carolina Department of Health and Human Services and the basis on which the provisional license was issued. . The responsible party or guardian shall also be notified.
- To have freedom to participate by choice in accessible community activities and in social, political, medical and religious resources and to have freedom to refuse such participation.
- To receive upon admission to the facility a copy of this section.
- To not be transferred or discharged from a facility except for medical, financial, or their own or other patient's welfare. Except in cases of immediate jeopardy to health and safety, residents shall be given at least 30 days advance notice of the transfer or discharge and their right to appeal.
***Effective October 1, 2011, Session Law 2011-272/House Bill 677 requires facilities to convene the local "Adult Care Home Resident Discharge Team" to assist facilities with finding placement for some Residents. The ACH Resident Discharge Team consists of the Local Department of Social Services, the Local Management Entity, and the Regional LTC Ombudsman (if requested by the resident).

***The Ombudsman is an advocate for those who live in long term care facilities.
For more information on Resident Rights phone your Regional Ombudsmen.
Angelia Pridgen, Lead Regional Ombudsman
Lauren Latshaw, Regional Ombudsman
(252) 638-3185 or 1-800-824-4648***