

## **Resident's Rights**

Individuals have basic rights, which they do not lose when they enter a CBRF (community-based residential facility). Orchard View Terrace, a CBRF operated by St. Croix County, prohibits any form of coercion to discourage or prevent you (the resident), your guardian, representative, or other interested party from exercising any of the following rights. Facility further prohibits any retaliation in response to the rights being exercised in good faith.

***Copies of Resident Rights and the House Rules.*** To receive, and have all your representatives receive, a copy of the Resident Rights and the House Rules from Community before admission.

***Mail.*** To receive and send sealed, unopened mail, which Community will hold securely for you if necessary.

***Telephone calls.*** To make and receive telephone calls within reasonable limits and in privacy.

***Visits.*** To have private visitors (at any time) and adequate time and private space for visits.

***Financial affairs.*** To manage your own financial affairs.

***Service charges.*** To be fully informed in writing of all services and charges for the services, before or at the time of admission, as well as when changes are made during your residency.

***Fair treatment.*** To be treated with courtesy, respect, and full recognition of your dignity and individuality by all staff.

***Privacy.*** To have physical and emotional privacy in treatment, living arrangements, and in caring for your personal needs. All units have entrance doors lockable by the individual, with only appropriate care giving staff having keys to the doors. Staff will only access your room to provide care and services as approved and as described in your person-centered service plan. An exception is made for Community representatives to search your room without your permission if we have reasonable cause to believe your room contains items prohibited from the premises or that threaten the health, safety, or welfare of yourself or other individuals in the building. You have the right to be present for such a room search.

***Confidentiality.*** To have all treatment records kept confidential. Community has provided you with a copy of our Notice of Privacy Practices.

***Labor.*** To not be required by Community to perform labor that is of any financial benefit to Community. However for those who have an interest in being employed may seek employment as they desire. Personal housekeeping is an exception (see House Rules).

***Activities, including religious activities.*** To participate in social, religious, and community activities at your discretion. To receive visits from a clergy person or lay representative and have help from staff, if needed, to contact such clergy person or lay representative. No resident is required to engage in any religious activities.

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***Clothing and possessions.*** To retain and use personal clothing and effects and to retain, as space permits, other personal possessions. See House Rules regarding possession of valuables.

***Abuse.*** To be free from physical, sexual, and mental abuse and neglect, and from financial exploitation and misappropriation of property.

***Seclusion, restraints.*** To be free from “seclusion,” meaning your separation by staff from others, except as permitted by law to protect the health, safety, or welfare of yourself or others. To be free from all “chemical restraints,” meaning drugs that does not treat medical symptoms. To be free from physical restraints, except upon prior review and approval by the Wisconsin Department of Health Services and upon written authorization from your primary care provider.

***Medication.*** To receive medications as prescribed. You have the right to refuse medication, unless a court has deemed you to be incompetent and a valid court order exists to administer medications.

***Prompt and adequate treatment.*** To receive prompt and adequate treatment appropriate to your needs.

***Choice of providers.*** To exercise complete choice of providers of physical and mental health care, and of pharmacist.

***Treatment choice.*** To receive all treatments prescribed by your medical provider, and to refuse any form of treatment, unless a valid court order exists to administer the treatment.

***Participation in Individual Service Plans.*** To fully participate in the development of your person-centered plan with your guardian/poa,( if applicable), care /case manager and or other support person as desired in the development of the person-centered plan that is reviewed annually or if there is a change of condition.

***Incompetency.*** To not be treated as mentally incompetent, unless a court has deemed you incompetent under chapter Wisconsin Statute Ch. 54. In such circumstances, Community will keep your guardian informed and involved, as required by the guardianship documents issued by the court.

***Least restrictive conditions.*** To have the least restrictive conditions necessary to achieve the purposes of your admission to Community.

***Recording, filming, photographing.*** To not be recorded, filmed, or photographed for promotional or advertising purposes without your written informed consent. A photograph of you may be taken for identification purposes.

***Safe environment.*** To live in a safe environment.

***Choice.*** Ability to choose own roommate if applicable.