

PROVIDER NAME

RESIDENT RIGHTS

1. Residents have the right to receive from the facility, before admission, a copy of the rights established under DHS 88 and a copy of the rules of the facility.
2. Residents have the right to send and receive unopened, sealed mail, including packages.
3. Residents have the right to make and receive telephone calls within reasonable limits and privacy.
4. Residents have the right to have private visitors and adequate time and private space for visits.
5. Residents have the right to manage their own financial affairs.
6. Residents have the right to be fully informed in writing before or at the time of admission of all services and charges for the services.
7. Residents have the right to be treated with courtesy, respect, and full recognition of the resident's dignity and individuality by all employees of the facility.
8. Residents have the right to physical and emotional privacy in treatment, living arrangements and in caring for personal needs.
9. Residents have the right to have all treatment records kept confidential. The resident, guardian, designated individual or agent may inspect, copy, or challenge the accuracy of the resident's records.
10. Residents have the right to not be required to perform labor which is of any benefit to the facility. Personal housekeeping is an exception and may be required of the residents without compensation if it is of therapeutic purposes and is part of the resident's individualized service plan.
11. Residents have the right to meet with and participate in the activities of social, religious and community groups at the resident's discretion.
12. Residents have the right to retain and use personal clothing and effects and to retain, as space permits, other personal possessions in a reasonably secure manner.
13. Residents have the right to be free from physical, sexual and mental abuse and neglect, and from financial exploitation and misappropriation of property.
14. Residents have the right to be free from seclusion.
15. Residents have the right to be free from chemical restraints.
16. Residents have the right to be free from physical restraints except under prior review and approval by the department and upon written authorization from the resident's primary physician.
17. Residents have the right to receive all prescribed medications in the dosage and at the intervals prescribed by the resident's physician, while being free from unnecessary or excessive medication.
18. Residents have the right to refuse medication unless there has been a court finding of incompetency.
19. Residents have the right to receive prompt and adequate treatment appropriate to the residents needs.

20. Residents have the right to exercise complete choice of providers of physical and mental health care, and of pharmacist.
21. Residents have the right to receive all treatment prescribed by the resident's practitioner, and to refuse any form of treatment unless the treatment has been ordered by the court.
22. Residents have the right to participate in religious activities of his or her choice, to entertain visits from a clergy person or lay representative of his or her choice, and to obtain the help of staff, if needed.
23. Residents have the right to not be treated as mentally incompetent unless there was a court determination under ch. 880, Stats. A resident who has been adjudicated incompetent has a right to have his or her guardian fully informed and involved in all aspects of his or her relationship to the AFH.
24. Residents have the right to have the least restrictive conditions necessary to achieve the purposes of admission to the AFH.
25. Residents have the right to not be recorded, filmed, or photographed for promotional or advertising purposes without his or her written, informed consent.
26. Residents have the right to live in a safe environment.

I have had my rights reviewed and explained to me by _____

SIGNATURE OF RESIDENT OR GUARDIAN

DATE

GRIEVANCE PROCEDURE

Any resident, resident's guardian, agent, designated representative, or county representative may file a grievance with the facility, the department, the resident's case manager, if any, the state board on aging and long term care, the Wisconsin coalition for advocacy for personas with mental and physical disabilities, or any other organization providing advocacy assistance.

PROVIDER NAME. staff will assist the resident in filing a grievance. Any person investigating the facts associated with a grievance shall not have had any involvement in the issue leading to the grievance.

Any form of coercion to discourage or prevent anyone from filing a grievance or in retaliation for having filed a grievance is prohibited.

If the grievance is filed with the facility and the resident or other complainant believes the grievance is not resolved within 15 days after filing, the resident or complainant may file the grievance with the AFH's corporate office, with the department, the resident's case manager, the state board on aging and long term care, or any other organization providing advocacy assistance.

PROVIDER NAME. will provide the resident and / or the resident's guardian with a written summary of the grievance, the findings, and the conclusions and any action taken.

Any county that has a resident placed at a Volunteers of America AFH under s.46.21, 46.22, 46.23, 51.42, 51.437, may follow the grievance procedure outlined in HFS 94.29 without fear of retribution.

Grievances may be filed with the following organizations:

PROVIDER NAME, ADDRESS AND CONTACT PERSON

To file a grievance with the state licensing agency, contact:

State of Wisconsin
Community Based Residential Facility Licensing (Bureau of Quality Assurance)
819 N. 6th Street
Milwaukee, WI 53203
(414) 227-2005

To contact an advocacy group for the elderly contact:

Coalition of Wisconsin Aging Groups
5900 Monona Drive
Madison, WI 53716
(608) 224-0606

SIGNATURE OR RESIDENT OR GUARDIAN

DATE