



Policy Name: <p style="text-align: center;">RESIDENTS' RIGHTS AND RESPONSIBILITIES</p>	Policy Number: <p style="text-align: center;">0198</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">MARCH 11, 2020</p>
Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">New policy.</p>	Date Revised: <p style="text-align: center;">June 11, 2020</p> Next Date for Review: <p style="text-align: center;">June 11, 2023</p>
Section: <p style="text-align: center;">Section 01 - Delivery of Care to Residents and Families</p>	Page No: <p style="text-align: center;">Page 1 of 2</p>

Policy

Salvation Army Agape Hospice provides individualized end-of-life care for all our residents. We expect our staff to be considerate, courteous and respectful to our residents and their family, as well as to each other.

Being a resident in our facility and receiving care from our staff, comes with a special set of rights and responsibilities. As a resident, you have the right to receive care that is respectful, responsive, safe and effective. You also have the responsibility to provide all relevant health information to your physician, and to treat our staff and other residents with respect.

Residents' Rights – What Residents Can Expect From Agape Hospice

1. To receive high quality service in a respectful and considerate manner regardless of age, color, creed, disability or cultural background.
2. To be a partner in the development of a plan of care that is based on individual needs, choices, health status and abilities.
3. To request and receive any information that they need in order to understand their personal care plan, the services they can access and any rules and regulations that apply to them.
4. To make personal choices, including choosing or changing their physician. Residents may refuse care, treatment or medication; if they do so, they will be informed of the outcomes that may result from their decision.
5. To know the name and role of all staff members involved in their care.
6. To privacy and an expectation that information about their care and personal affairs will be treated confidentially.
7. To express concerns verbally or in writing, to any member of the staff that is in a position to deal with the matter, without fear of services being compromised.



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8. A right to an explanation of any financial transactions, bills, etc. that Agape Hospice presents to them.
9. To expect a home-like environment where they feel valued, safe and comfortable.
10. To access family and friends and anyone else with whom they wish to communicate, within the facility or in the community, and freedom to entertain visitors at any time provided it doesn't interfere with resident care.
11. To expect a nourishing diet that takes into consideration their food preferences, religious beliefs and health concerns, such as allergies, etc.
12. Freedom to practice their religious beliefs and cultural practices; provided they do not interfere with the rights or reasonable comfort of others.

Residents' Responsibilities – What Agape Hospice Expects of Residents

1. To be involved in and to cooperate with Agape Hospice staff in planning and providing the care they need.
2. To respect the rights and belongings of other residents and Agape Hospice staff.
3. To follow Agape Hospice policies and to observe proper rules of conduct and behavior.
4. To pay their expenses as they come due.
5. To let Agape Hospice staff members know when they plan to be away from the building and any changes in their plans.
6. To keep Agape Hospice up to date on any changes to personal information, such as Enduring Power of Attorney or Personal Directive.
7. To make suggestions and to voice any concerns they have about their care.
8. To ask questions if they do not understand any aspect of their care or if they are uncertain about Agape Hospice rules and policies.
9. To treat Agape Hospice property and furnishings with proper care and to report any damage to the physical facilities.
10. To be responsible for all personal property and valuables.