



Resident rights

Every Resident of an Assisted Living Residence shall have the right to:

1. Live in a decent, safe, and habitable residential living environment;
2. Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy;
3. Privacy within the Resident's Unit subject to rules of the Assisted Living Residence reasonably designed to promote the health, safety and welfare of Residents;
4. Retain and use their own personal property, space permitting, in the Resident's living area so as to maintain individuality and personal dignity;
5. Private communications, including receiving and sending unopened correspondence, access to a telephone, and visits with any person of her or his choice;
6. Freedom to participate in and benefit from community services and activities and to achieve the highest possible level of independence, autonomy, and interaction within the community;
7. Directly engage or contract with licensed or certified health care providers to obtain necessary health care services in the Resident's Unit or in such other space in the Assisted Living Residence as may be available to Residents to the same extent available to persons residing in their own homes, and with other necessary care and service providers, including, but not limited to, the pharmacy of the Resident's choice subject to reasonable requirements of the Residence. The Resident may select a medication packaging system

within reasonable limits set by the Assisted Living Residence. Any Assisted Living Residence policy statement that sets limits on medication packaging systems must first be approved by EOAI;

8. Manage their own financial affairs, unless the Resident has a Legal Guardian or other court-appointed representative with the authority to manage the Resident's financial affairs;
9. Exercise civil and religious liberties;
10. Present grievances and recommended changes in policies, procedures, and services to the Sponsor, Executive Director or staff of the Assisted Living Residence, government officials, or any other person without restraint, interference, coercion, discrimination, or reprisal. This right includes access to representatives of the Statewide Long-Term Care Ombudsman program established under M.G.L. c. 6A, § 16CC, the Elder Protective Services program established under M.G.L. c. 19A, §§ 14 through 26, and the Disabled Persons Protection Commission (DPPC) established under M.G.L. c. 19C, and have the Community take prompt action to resolve any grievance you or your Legal Representative present, and receive prompt responses to your inquiries and those of a duly appointed Long-Term Care Ombudsman designee;
11. Upon request, obtain from the Assisted Living Residence, the name and contact information of the Executive Director, Resident Care Director, and any other persons responsible for their care or the coordination of their care;
12. Confidentiality of all records and communications to the extent provided by law;
13. Have all reasonable requests responded to promptly and adequately within the capacity of the Assisted Living Residence;
14. Upon request, obtain an explanation of the relationship, if any, of the Residence to any health care facility or educational institution to the extent the relationship relates to their care or treatment;

15. Obtain from a person designated by the Residence a copy of any rules or regulations of the Residence which apply to their conduct as a Resident;
16. Privacy during medical treatment or other rendering of services within the capacity of the Assisted Living Residence;
17. Informed consent to the extent provided by law;
18. Not be evicted from the Assisted Living Residence except in accordance with the provisions of landlord/tenant law as established by M.G.L. c. 186 or c. 239 including, but not limited to, an eviction notice and utilization of such court proceedings as are required by law;
19. Be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion, and from discrimination or harassment on any basis protected by state or federal law; be free from physical or chemical restraints except as permitted by law; and, if you have been adjudicated incapacitated for treatment decisions, receive antipsychotic medication only pursuant to informed consent or a court-ordered substituted judgement consistent with Rogers v. Commissioner of the Department of Mental Health and applicable DPH guidance. Suspected mistreatment, neglect, or abuse is reported to the Communities Executive Director immediately and to the Executive Office of Aging and Independence within 24 hours;
20. Receive an itemized bill for fees, charges, expenses and other assessments for the provision of Resident services, Personal Care Services, and optional services;
21. Have a written notice of the Residents' Rights published in typeface no smaller than 14 point type posted in a prominent place or places in the Assisted Living Residence where it can be easily seen by all Residents. This notice shall include the address, and telephone number of the Long-term Care Ombudsman Program, and the telephone number of the Elder Abuse Hotline;

22. Be informed in writing by the Sponsor of the Assisted Living Residence of the community resources available to assist the Resident in the event of an eviction procedure against him or her. Such information shall include the name, address and telephone number of the Long-Term Care Ombudsman Program;
23. To organize and participate in self-governed, confidential Resident groups in the Residence;
24. To participate in self-governed, confidential family groups;
25. Have family member(s) or other Resident Representatives meet in the Residence with the families or Resident Representative(s) of other Residents in the Residence;
26. Have staff enter your apartment only with your permission or for a legitimate purpose related to the Community;
27. Receive visits from family, friends, social, legal or medical supports, a duly appointed designee of the Long-Term Care Ombudsman, or other guests of your choosing, which the Community may restrict only where visitation would endanger the safety of Resident's or staff, and only where the Community documents the specific safety concern;
28. Be promptly notified, along with your Resident Representative, health care agent, or Legal Representative as applicable, of any accident resulting in injury that may require physician intervention, any significant change in your physical, mental, or psychosocial status, or any need to significantly alter your service plan;
29. Be able to review a copy of the Residence's disaster and emergency preparedness plan at any time.

The address and telephone number of the Assisted Living Ombudsman Program is:

Massachusetts Assisted Living Ombudsman Program

One Ashburton Place, 10th Floor

Boston, MA 02108

1-617-222-7495

Residents or their representatives may report suspected abuse, neglect, or financial exploitation to the **Massachusetts Elder Abuse Hotline at 800-922-2275**, available 24 hours a day, in addition to the Assisted Living Ombudsman contact listed above.