

Know Your Rights!

Assisted Living Residents are protected by the laws of the District of Columbia. Under these laws residents have the right to:

SELF-DETERMINATION, INDEPENDENCE, AND PARTICIPATION

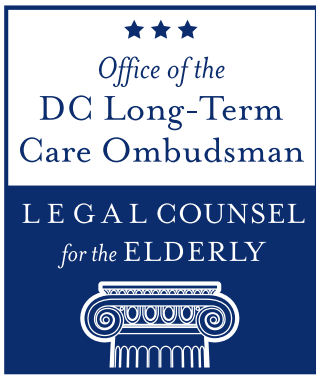
- Be treated courteously and respectfully
- Full recognition of your personal dignity and individuality
- Participate in your community
- Be provided opportunities for socialization, leisure, spiritual and religious activities consistent with your preferences

DIGNITY

- Be free of abuse, neglect, and exploitation
- Live in a safe, clean, and comfortable environment
- Control your own time, living space, and lifestyle
- See friends and family
- Make phone calls and send and receive mail without restrictions
- Keep personal possessions
- Participate in developing, implementing and reviewing your Individualized Service Plan (ISP) or other related service plan

ACCOMMODATION OF NEEDS

- Receive personal care with respect to your individual needs
- Have access to all health and social services available
- Have your care explained to you
- Have the right to refuse care



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REPRESENTATION AND RESOLUTION OF GRIEVANCES

- Designate a family member or friend to assist/help make health decisions for you
- File a complaint without fear of retaliation—and have that complaint acknowledged
- Have access to both an internal and external grievance review process
- Address grievances with the help of the Ombudsman
- Designate someone to represent you in a dispute
- Have any instance of abuse, neglect, or exploitation reported
- Be given advance written and oral notice before any transfer, discharge or relocation and be given a chance to appeal the move

PRIVACY AND CONFIDENTIALITY

- Access to the Assisted Living Administrator and to your healthcare records upon request
- Have records kept confidential and only be released with uncoerced and informed consent
- Have records maintained during your residency and up to three years after discharge or death
- Have any case discussion, consultation, examination, or treatment kept confidential

FULL DISCLOSURE

- Full disclosure of your contract terms and billing practices of the facility

The Office of the D.C. Long-Term Care Ombudsman/Legal Counsel for the Elderly, is providing this Know Your Rights card to persons living in assisted living residences. If you have any questions, please call **202-434-2190** or email **DCombuds@aarp.org**. All services are free and confidential.

Legal Counsel for the Elderly is an affiliate of AARP

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