



CROUSE COMMUNITY CENTER, INC.

Adult Day Health Care Registrant Bill of Rights



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Registrants of Crouse Community Center, Inc., Adult Day Health Care Program will be treated with consideration, respect and dignity. Adult Day Health Care staff have an obligation to protect and promote the rights of registrants, including but not limited to the following:

Registrant Rights

1. Prior to admission registrants will be informed of the services available and the cost of the program. Registrants are free to choose the setting where services will be performed from among setting options.
2. Registrants have the right to participate in the planning of their care and to be advised of any changes to their plan of care as deemed necessary.
3. Registrants have the right to privacy. This includes confidential treatment of medical records and information. Registrants may refuse release of their information to any outside individual or agency, except in the case of the registrant's transfer to another program or facility or as directed by law or third party payers.
4. Registrants have the right to refuse therapy and/or treatments after they have been fully informed and understand the possible consequences of their decision. The ADHC nurse will notify the physician of these situations.
5. Registrants have the right to recommend changes in policies and services to ADHC staff, the New York State Department of Health or any outside representative of the registrant's choice. The process shall be free from interference, coercion, discrimination or reprisal.
6. Registrants have the right to be informed of the procedure they can follow to lodge a complaint with ADHC. To lodge complaints, contact the Director of ADHC.
7. Registrants have the right to know about the disposition of such complaints and to voice their grievances without fear of discrimination or reprisal for having done so. Registrants will also be informed of the telephone number and hours of the New York State Department of Health.
8. Registrants have the right of privacy, dignity, respect and freedom of coercion and restraint. ADHC optimizes, but does not regiment, individual initiative, autonomy and independence in making life choices including but not limited to daily activities, physical environment, and with whom to interact. Registrants have the freedom to control their own schedules and activities and they do not have to follow a "set schedule".
9. Registrants have the right to be addressed in a manner they choose. They are to be treated with respect and in a courteous and considerate manner.
10. Registrants have the right to a secure place to store personal belongings that is accessible at any time by the registrant and necessary staff (lockable filing cabinet, double locked money

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safe or locked closet) to secure personal belongings. This affords individual's the privacy and safety needed to bring wanted items with them to program.

10. Registrants have the right to a dining area with comfortable seating, opportunity to converse with others during break or meal times, be afforded dignity i.e. not be required to wear bibs etc. Registrants have the right to an alternative meal and/or private dining if requested by the individual. Food is available at any time throughout program hours.

11. Registrants have the right to be notified at least 30 days prior to termination of services and will be referred to other community services as appropriate. Termination shall occur when:

- a. The registrant's condition has improved to the point where ADHC services are no longer needed.
- b. The registrant requires more care than can appropriately be provided through ADHC and may require a more appropriate level of care.
- c. The registrant, their family and/or their physician requests termination of services.
- d. The ADHC environment, emotional or social status of the registrant is no longer conducive to services provided by ADHC staff.
- e. The registrant and/or their family are unable or unwilling to comply with the care plan.

Registrant Responsibilities

1. Registrants are expected to be courteous and considerate to staff and other registrants in the program. Registrants will not be allowed to discriminate against staff or other registrants because of race, creed, sex, age or national origin.
2. Registrants will cooperate with ADHC staff; they will observe and follow through on the health care recommendations of their physician and ADHC staff.
3. Registrants are expected to visit their physician every 6 months or more if their condition warrants.
4. Registrants are expected to notify the ADHC nurse of changes in their condition (e.g. hospitalization, symptoms, medication, etc.).
5. Registrants are expected to participate in activities of daily living recommended by their physician and ADHC staff. Registrants are expected to carry out mutually agreed upon responsibilities.
6. Registrants are expected to be responsible in keeping all outside appointments and notifying ADHC staff when they miss scheduled appointments.
7. Registrants have the responsibility to appropriately make their needs known, as well as ask appropriate questions when they don't understand their person centered plan of care, a service offered by ADHC or a change in daily programming.

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Adult Day Health Care Shall Assure That

1. All ADHC services are provided in accordance with physician's orders. Also a person-centered plan of care will be developed which specifies the services to be provided, the frequency of the services provided and the duration of the services to be provided.
2. All ADHC staff have been appropriately trained and adhere to The New York State Department of Health's rules and regulations regarding ADHC programs and Home and Community Based Services (HCBS).
3. Quality, comprehensive services will be provided without regard to race, creed, sex, age, national origin or disability.
4. ADHC staff will provide contact information, access, education, and support for those individuals who are deemed competent to use public transportation. A list of public transportation providers is available and posted.
5. ADHC staff will assure that the registrant's right of privacy, dignity, respect and freedom of coercion and restraint. ADHC staff will optimize, not regiment, individual initiative, autonomy and independence in making life choices including but not limited to daily activities, physical environment, and with whom to interact. ADHC staff will assure that registrants have the freedom to control their own schedules and activities and they do not have to follow a "set schedule".
6. Staff will treat all registrants in a courteous and considerate manner. Staff will address each registrant in the manner that the registrant chooses.