

# Introduction Orientation and Resident Rights

## Instructor Guide



UPDATED JUNE 22, 2011



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## **INSTRUCTOR GUIDE:**

### **ORIENTATION AND RESIDENT RIGHTS**

|                            |   |
|----------------------------|---|
| <b>Overview</b>            | This module will address the responsibility we have as care providers to ensure residents are treated with respect and to assist them to maintain his/her dignity. This module will discuss the professional conduct to promote resident dignity and resident rights. |
| <b>Video(s)</b>            | <ul style="list-style-type: none"><li>• "Orientation and Resident Rights" (25 minutes)</li></ul>  |
| <b>Special Supplies</b>    | The resident rights outlined in this outline are generally accepted nationwide as appropriate for residents in assisted living. We recommend that you distribute a copy of your state's regulations on Resident Rights to all participants.                           |
| <b>Learning Objectives</b> | <ol style="list-style-type: none"><li>1. Resident's rights according to federal and state laws;</li><li>2. Safe alternatives to the use of restraints;</li><li>3. The purpose of the state Ombudsman.</li></ol>   |

## QUIZ: Orientation and Resident rights

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. List three essential qualities of a professional caregiver:
2. A professional caregiver never:
  - a. Talks about residents with unauthorized individuals
  - b. Forces a resident to participate in activities
  - c. Tells a resident they cannot have visitors
  - d. All of the above
3. A professional caregiver should:
  - a. Perform the care assigned, even if he/she is not yet trained.
  - b. Perform any care requested by the family.
  - c. Only perform the tasks for which he/she has been trained
  - d. None of the above
4. Wearing large ornate jewelry could:
  - a. Harm a resident by causing injury during personal care.
  - b. Harm the wearer if it catches on something.
  - c. Make it difficult to perform resident care.
  - d. All of the above
5. If you meet a neighbor in the grocery store and he asks about a resident's medical condition, you should:
  - a. Give him as much information as possible.
  - b. Respectfully explain that you cannot discuss the medical conditions of a resident.
  - c. Tell him the resident is fine.
  - d. Report him to adult protective services.

6. Give three examples of how a caregiver can protect the dignity of a resident:

7. Is a resident allowed to refuse medication from facility staff?

- a. Yes
- b. No

8. If you answered yes to number 7 above, who should be notified?

- a. Police
- b. Fire department
- c. Adult protective services
- d. Resident's physician

## QUIZ KEY: Orientation and Resident rights

1. List three essential qualities of a professional caregiver:

**Cheerful, empathetic, sensitive, honest, considerate, responsible**

2. A professional caregiver never:

- a. Talks about residents with unauthorized individuals
- b. Forces a resident to participate in activities
- c. Tells a resident they cannot have visitors
- d. All of the above**

3. A professional caregiver should:

- a. Perform the care assigned, even if he/she is not yet trained.
- b. Perform any care requested by the family.
- c. Only perform the tasks for which he/she has been trained**
- d. None of the above

4. Wearing large ornate jewelry could:

- a. Harm a resident by causing injury during personal care.
- b. Harm the wearer if it catches on something.
- c. Make it difficult to perform resident care.
- d. All of the above**

5. If you meet a neighbor in the grocery store and he asks about a resident's medical condition, you should:

- a. Give him as much information as possible.
- b. Respectfully explain that you cannot discuss the medical conditions of a resident.**
- c. Tell him the resident is fine.
- d. Report him to adult protective services.

6. Give three examples of how a caregiver can protect the dignity of a resident:

**Call them by name, protect their privacy, speak respectfully, make eye contact**

7. Is a resident allowed to refuse medication from facility staff?

- a. Yes
- b. No

8. If you answered yes to number 7 above, who should be notified?

- a. Police
- b. Fire department
- c. Adult protective services
- d. Resident's physician

# Certificate of Completion

THIS IS TO RECOGNIZE

\_\_\_\_\_

FOR DEDICATION TO QUALITY RESIDENT CARE  
THROUGH EDUCATION AND PROFESSIONAL DEVELOPMENT.

INTRODUCTION/ORIENTATION  
AND RESIDENT RIGHTS

\_\_\_\_\_  
Instructor Signature

\_\_\_\_\_  
Date





# Introduction Orientation and Residents Rights

## Learner Workbook



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# RESIDENT RIGHTS

Federal and state laws give the resident the right to:

- be told before services begin that these rights exist and what they are;
- take part in choosing, planning, and changing any services he/she receives;
- voice a grievance about services or lack of services without fear of punishment;
- have his/her clinical and personal records kept confidential;
- have his/her property treated with respect;
- interpreter/translation services at no cost and without significant delay;
- live free from abuse and physical or chemical restraints;
- an administrative hearing when he/she does not agree with a decision regarding benefits (DSHS residents only).
- choose his/her activities, schedules, health care, clothing, and hairstyle.
- interact with people both inside and outside the facility
- including family, friends, his/her doctor or other health care providers, or an Ombudsman;
- refuse treatment, medications, or services;
- manage his/her financial affairs;
- send and receive unopened mail;
- access to a telephone and privacy while using it;
- privacy, including within his/her room and during personal care;
- have his/her own personal property (as space permits and where it does not violate the rights, health, or safety of other residents);

- be able to stay at the facility and not be transferred or discharged (unless certain conditions are met);
- examine the most recent survey or inspection reports, including any plans of correction.

## **Safe Alternatives**

In Long Term Care and Residential Care Communities, the use of restraints is never allowed. Residents have the right to safe alternatives to restraint use. Common, safe alternatives that can be implemented in your Community may include:

- Design a safe environment (e.g., reducing obstacles, adequate lighting, familiar furniture placement, etc.)
- Encourage use of personal assistance devices (e.g., glasses, hearing aids, walkers, wheelchairs, etc.)
- Monitor residents for continual care needs (e.g., toileting, nutrition and hydration, and social activity)
- Make comfortable and relaxing environment for residents
- Utilize door alarms for residents who may wander out of the Community
- Use of redirection techniques for residents who tend to wander as described under the section of dementia care.

# OMBUDSMAN

*The following is adapted from Revised Fundamentals of Caregiving Learner's Guide, Second Edition. Washington State Department of Social & Health Services. 2005.*

The purpose of the Ombudsman Program is to protect the resident and promote quality of life for people living in licensed, long-term care facilities.

## **An Ombudsman:**

1. Advocates for the rights of residents in long-term care facilities.
2. Works with residents, families, and facility staff to meet the needs and concerns of the people living there.
3. Provides a way to get complaints and concerns heard and resolved.
4. Monitors laws, regulations, and policies that affect residents.
5. Provides public education to promote a better understanding about the use of long-term care facilities.

The following people can use the Ombudsman Program:

- Residents in an assisted living community or residential care home;
- Relatives and friends of the resident;
- Administrators and staff of an assisted living community, residential care home, or nursing home;
- Any group or individual with concerns about resident welfare at an assisted living community, residential care home, or nursing home.