

A CONDENSATION OF NORTH CAROLINA'S BILL OF RIGHTS FOR ADULT CARE HOME RESIDENTS

1. To be treated with respect, consideration, dignity and full recognition of his or her individuality and right to privacy.
2. To receive care and services which are adequate, appropriate and in compliance with relevant federal and state laws and rules and regulations.
3. To receive upon admission and during his or her stay, a written statement of the services provided by the facility and the charges for these services.
4. To be free of mental and physical abuse, neglect and exploitation.
5. Except in emergencies, to be free from chemical and physical restraint unless authorized for a specified period of time by a physician according to clear and indicated medical need.
6. To have his or her personal and medical records kept confidential and not disclosed without the written consent of the individual or guardian, which consent shall specify to whom the disclosure may be made, except as required by applicable state or federal statute or regulation or by the third party contract. In the case of an emergency, disclosure can be made to agencies, institutions or individuals that are providing the emergency medical services.
7. To receive a reasonable response to his or her requests from the facility administrator and staff.
8. To associate and communicate privately and without restriction with people and groups of his or her own choice on his or her own initiative at any reasonable hour.
9. To have access at any reasonable hour to a telephone where he or she may speak privately.
10. To send and receive mail promptly and unopened, unless the resident requests that someone open and read mail, and to have access at his or her expense to writing instruments, stationary, and postage.
11. To be encouraged to exercise his or her rights as a resident and citizen, and to be permitted to make complaints and suggestions without fear of coercion or retaliation.
12. To have and use his or her own possessions where reasonable and have an accessible, lockable space provided for security of personal valuables. This space shall be accessible only to the resident, the administrator or supervisor in charge.
13. To manage his or her personal needs funds unless such authority has been delegated to another. If authority to manage personal needs funds has been delegated to the facility, the resident has the right to examine the account at any time.
14. To be notified when the facility is issued a provisional license or notice of revocation of license by the North Carolina Department of Health and Human Services and the basis on which the provisional license or notice of revocation of license was issued. The resident's responsible family member or guardian must also be notified.
15. To have freedom to participate by choice in accessible community activities and in social, political, medical, and religious resources and to have freedom to refuse such participation.
16. To receive upon admission to the facility a copy of this section.
17. To not be transferred or discharged from the facility except for medical reasons, their own or other residents' welfare, or nonpayment. Except in cases of immediate jeopardy to health and safety, residents shall be given at least 30 days advance notice of the transfer or discharge and their right to appeal.
**Effective October 1, 2011, Session Law 2011-272/House Bill 677 requires facilities to convene the local "Adult Care Home Resident Discharge Team" to assist facilities with finding placement for some residents. The ACH Discharge Team consist of the Local Department of Social Services, the Local Management Entity, and the Regional LTC Ombudsman (if requested by the resident).

What is an Adult Care Home Community Advisory Committee?

This Adult Care Home Community Advisory Committee was established in 1981 by the North Carolina General Assembly. It was the intent of the General Assembly that each community in the state should take a more active role in promoting the interests and well being of residents in adult care homes. The N.C. Division of Aging and Adult Services, through a network of regional long term care ombudsmen, provide the committee members with training and assistance in the performance of their duties. Each county in North Carolina that has a licensed adult care home is served by an Adult Care Home Community Advisory Committee.

What do the Committees do?

The committees work to maintain the rights of adult care home residents as listed in this brochure. They are available to help resolve matters of concern that may arise during the resident's stay in a licensed adult care home. The committee members are also the link between the community and the adult care home, seeking to increase community involvement and cooperation with adult care homes to ensure quality care for residents.

What is the purpose of the Committee?

1. To work to resolve grievances or problems pertaining to "Adult Care Home Residents' Bill of Rights" at the local level.
2. To promote community involvement with adult care homes and their residents.
3. To promote community education and awareness of the needs of residents in adult care homes.

Who serves on the Adult Care Home Community Advisory Committees?

Local citizens are appointed by the Board of County Commissioners to serve on the Adult Care Home Community Advisory Committee as volunteers. They are selected because of their interest in ensuring quality care for residents in these homes.

IF YOU.....

- would like to find out more about the Adult Care Home Community Advisory Committee in your county;
- need information regarding matters pertaining to adult care homes in your area;
- have a question about the quality of care a loved one in a adult care home is receiving;
- would like to know how you can be of service to the adult care home residents in your area.

CONTACT:

[Shontelia Sowers, BSW, MSHCA](#)
[Regional Long-Term Care Ombudsman](#)
[Lumber River Council of Governments](#)
[30 CJ Walker Road/COMtech Park](#)
[Pembroke, NC 28372 Phone: 910-775-9761/Cell: 910-374-6295](#)

The Regional Ombudsman responds to confidential calls about resident care. The ombudsman will provide information and make referrals, when appropriate, to the Adult Care Home Community Advisory Committee or other agencies.

OR

N.C. Department of Health and Human Services
Division of Aging and Adult Services
N.C. Long Term Care Ombudsman Program
2101 Mail Service Center, Raleigh, N.C. 27699
(919) 855-3400.



Adult Care Home Community Advisory Committee

"To ensure quality of care for adult care home residents in North Carolina"