



## **RESIDENT RIGHTS**

The Belden Centre  
606 Humboldt Street  
Santa Rosa, CA. 95404  
License # 490109735

Every resident of the Centre shall have personal rights which include, but are not limited to, the following:

1. To be accorded dignity in his / her personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishing and equipment to meet his / her needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with the daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
4. To be informed, and to have his / her authorized representative, if any, informed, by the licensee (Residential Care Director or Chief Executive Officer) of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the State Department of Social Services, and of information regarding confidentiality.
5. To be free to attend religious services or activities of his / her

choice and to have visits from the spiritual advisor of his / her choice.

- a) Attendance at religious services, in or outside of the Centre, shall be on a completely voluntary basis.
6. To leave or depart the Centre at any time.
  - a) The licensee (Residential Care Director or Chief Executive Officer) shall not be prohibited by this provision from setting curfews or other house rules for the protection of residents.
  - b) This provision shall not apply to minors and others residents for whom a guardian, conservator, or other legal authority has been appointed.
7. Not to be locked in any room, building, or Centre premises by day or night.
  - a) The licensee (Residential Care Director or Chief Executive Officer) shall not be prohibited by this provision from locking exterior doors and windows or from establishing house rules for the protection of residents provided the residents are able to exit the facility.
  - b) The licensee (Residential Care Director or Chief Executive Officer) shall be permitted to utilize means other than those specified in **a.** above for securing exterior doors and windows only with the prior approval of the State Department of Social Services.
8. Not to be placed in any restraining device. Postural supports may be used if they are approved in advance by the State Department of Social Services as specified by regulation.
9. To receive or reject medical care, or health-related services, except for minors and other residents for whom a guardian, conservator, or other legal authority has been appointed.
10. To be informed of the Centre's policy concerning family visits and other communication with residents, as specified in **Health and Safety Code section 1512.**
11. To visit the Centre with his / her relatives or authorized representative prior to admission.
12. To have the Centre inform his / her relatives and authorized representative, if any, of activities related to his / her care and

supervision, including but not limited to notification of any modifications to the Needs and Services Plan.

13. To have communications to the Centre from his / her relatives or authorized representative answered promptly and completely.
14. To have visitors, including advocacy representatives, visit privately during waking hours, provided that such visitations do not infringe upon the rights of other residents.
15. To wear his / her own clothes.
16. To possess and use his / her own personal items, including his / her own toilet articles.
17. To possess and control his / her own cash resources.
18. To have access to individual storage space for his / her private use.
19. To have access to telephones in order to make and receive confidential calls, provided that such calls do not infringe upon the rights of other residents and do not restrict availability of the telephone during emergencies.
  - a) The licensee (Residential Care Director or Chief Executive Officer) shall be permitted to require reimbursement from the resident or his / her authorized representative for long distance calls.
  - b) The licensee (Residential Care Director or Chief Executive Officer) shall be permitted to prohibit the making of long distance calls upon documentation that requested reimbursement for previous calls has not been received.
20. To mail and receive unopened correspondence.
21. To receive assistance in exercising the right to vote.
22. To move from the Centre in accordance with the terms of the Admission Agreement.

If You would like to register a complaint, please call or write to:

Community Care Licensing  
101 Golf Course Drive, Suite A-230  
Rohnert Park, CA. 94928

Attention: Lisa walker

Phone: 588 - 5078