



Working Together to Improve Our Community

Halo Homes Resident and Family Rights and Responsibilities

This document describes how you can expect to be treated during your stay at a Halo Home. It also covers what we will need from you to care for you effectively.

As a resident of Halo Homes, you have important rights that ensure you receive the highest quality care. All of your rights also apply to any person that has legal responsibility to make decisions regarding your medical care.

Our goal is for each resident to have the same level of care and attention we would want for our own families and ourselves. Our dedicated care givers do all they can to respect your individual rights and the rights of your family.

If you have questions at any time, please ask them. Unasked or unanswered questions create unnecessary stress. It's important to us that you are comfortable and confident about all aspects of your stay and your care.

Resident and Family Rights

High Quality Care

Our first priority is to provide you considerate and respectful care, including respect for your personal values and beliefs. We want you to be comfortable and we are committed to managing any pain you may experience. Please tell your caregivers if you have concerns about your care or if you have pain. We will promptly respond to concerns that you or your family bring to us.

Autonomy and Privacy

Halo Homes protects your rights to autonomy, confidentiality and privacy. Before you begin your stay, we will meet with you and your designated family representatives in order to establish an agreeable communication plan for regular updates on your care and stay with us.

Resident and Family Rights

At Halo Homes, you have the right to:

- Spend your time as you choose, including participating in hobbies at home or involvement in outside activities.
- Arise and go to bed at the time of your choosing.
- Eat snacks outside of mealtime and maintain a special diet such as kosher or vegetarian.
- Administer your own medication if you desire.
- Receive personal hygiene in a completely private setting.
- Pick out and wear your own clothes.
- Keep, use and store your own personal items, including your own money.
- Communicate with and receive visits from family members, friends and visitors.
- Hold private telephone conversations and in-person discussions with visitors.
- Receive unopened incoming mail and be confident that outgoing mail is also unopened.
- Receive advance notice before being moved to a different room within the same Halo Home or to a different Halo Home, or out of a Halo Home. You may appeal the move and receive evidence that the move is in your best interest or necessary to meet the needs of other residents.
- Maintain confidentiality about personal information and medical conditions. We will request written permission before making available any of your medical records to anyone not directly involved in your care, except as otherwise required or permitted by law.

A Clean and Safe Environment

Halo Homes is committed to maintaining your safety. Halo Homes are maintained to the highest standards of cleanliness and are regularly inspected for adherence to safety standards. All Halo Homes have functioning burglar and alarm systems. We use special policies and procedures to avoid mistakes and to keep you free from abuse or neglect. If anything unexpected and significant happens during your stay, we will share the information with you and your designated family representatives.

Help with and understanding of billing and insurance

As you consider living at Halo Homes, we will provide you a detailed description of available services and of and additional related charges. If requested, we will assist you in examining your bill and provide an explanation of your bill. We can file claims for you with health care insurers or other programs such as Medicare and Medicaid, if you need assistance. We can also help your doctor with required documentation.

Resident and Family Rights

You also have the right to:

- Know the identity of all individuals involved in your care, and their qualifications.
- Understand any changes in your treatment due to changes in your condition.
- Request or refuse treatment, to the extent permitted by law. However you do not have the right to demand inappropriate or medically unnecessary treatment or services.
- Leave your Halo Home even against medical advice, to the extent permitted by law. You have the right to be informed of the medical consequences of leaving.
- Review our records of your stay within a reasonable time frame, except when not permitted by law.
- Be free from restraints of any form, including sedatives, used as a means of coercion, discipline, convenience, or retaliation by staff. Restraints may only be used for safety reasons when authorized by a physician, in writing, for a specified and limited period of time.
- Attend religious services of your choice and participate as a member of any social group or club.
- Receive assistance in exercising right to vote.
- Assert these rights without discrimination based on sex, economic status, age, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care; and free of interference, coercion, and reprisal.
- Complete satisfaction with your stay. You have the right to bring concerns directly to your care giver. If she does not address the concerns to your satisfaction, you have the right to file a confidential grievance and/or file a complaint with the Director of Halo Homes as well as with the state Department of Health Services and be informed of the action taken.
- Request assistance in understanding any of these rights you do not understand.
- Receive a written copy of your rights and responsibilities.

Resident and Family Responsibilities

Disclosure of medical information

State and federal laws and our policies protect the privacy of your medical information. Your care giver needs complete and correct information about your health in order to deliver the most effective daily and any necessary emergency care.

Please inform us of:

- Past illnesses, surgeries, hospital stays, and allergic reactions.
- Any medicines, dietary supplements and alternative remedies (such as vitamins, homeopathic medicines and herbs) that you are taking.
- The names and phone numbers of all physicians currently treating you.
- Any spiritual or ethical considerations, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
- A copy of your health care power of attorney stating who should speak for you if you become unable to make health care decisions for yourself, or a "living will" or "advance directive" that states your wishes about end-of-life care, if applicable.

You also have the responsibility to:

- Ask questions until you completely understand your medical conditions and treatments.
- Cooperate with the treatment plan recommended by your physician, as well as the implementation of that plan by your Halo Home care giver.
- Report any changes in your condition, medication or any health related difficulties or concerns you have as soon as possible.
- Accept full responsibility when refusing treatment or not following the physician's instruction.
- Make any concerns, complaints or grievances known to your care giver so we can resolve them in a timely manner.
- Show respect for other residents by following Halo Homes guidelines that prohibit smoking, excessive noise and visitation outside of visiting hours.
- Be considerate of the property of others and of Halo Homes.
- Cooperate with any emergency evacuation procedures.
- Treat your care giver with the same respect that you expect her to treat you.
- Assure that your financial obligations to Hospedales Rainbow Halo Services are fulfilled as promptly as possible.

Halo Homes is committed to helping you maintain all of your rights and meet all of your responsibilities. Again, we encourage you to ask questions and communicate your concerns to minimize stress and discomfort. When these rights and responsibilities are fulfilled, we are able to provide the highest care possible.