

MINNESOTA BILL OF RIGHTS FOR ASSISTED LIVING RESIDENTS

POLICY: Glesner's Assisted Living will notify residents of their rights before the initiation of services. Glesner's Assisted Living will not retaliate because of a complaint or grievance.

PROCEDURE

- I. Before receiving services, residents have the right to be informed by Glesner's Assisted Living of the rights granted under section [144G.91](#) and the recourse residents have if rights are violated. The information must be in plain language and in terms residents can understand. Glesner's Assisted living will make reasonable accommodations for residents who have communication disabilities and those who speak a language other than English. If Glesner's Assisted Living violate the rights in section [144G.91](#) we are subject to fines and license actions. The rights established for the benefit of residents do not limit any other rights available under law. Glesner's Assisted Living will not request or require that any resident waive any of these rights at any time for any reason, including as a condition of admission to the facility.
 - A. Glesner's Assisted Living will:
 1. Provide the resident a written notice of the rights under section [144G.91](#) before the initiation of services to that resident and shall make all reasonable efforts to provide notice of the rights to the resident in a language the resident can understand.
 2. Include a statement describing how to file a complaint or report suspected abuse.
 3. Obtain written acknowledgment from the resident of the resident's receipt of the Minnesota Bill of Rights for Assisted Living Residents or shall document why an acknowledgment cannot be obtained. An acknowledgment of receipt or reason why receipt cannot be obtained will be in be retained in the resident's record.

II. APPLICABILITY

- A. These Bill of Rights apply to residents living in Assisted Living Facilities. Residents have the right to:
 1. **Appropriate Care and Services.** To care and services according to a suitable and up-to-date plan, and subject to accepted health care, medical or nursing standards
To receive health care and other assisted living services with continuity from people who are properly trained and competent to perform their duties and in sufficient numbers to adequately provide the services agreed to in the assisted living contract and the service plan
 2. **Refusal of Care or Services:** To refuse care or assisted living services and to be informed by the facility of the medical, health-related, or psychological consequences of refusing care or services
 3. **Participation in care and service planning.** To actively participate in the planning, modification, and evaluation of their care and services. This right includes:
 - a. The opportunity to discuss care, services, treatment, and alternatives with the appropriate caregivers;
 - b. The right to include the resident's legal and designated representatives and persons of the resident's choosing; and
 - c. The right to be told in advance of, and take an active part in decisions regarding, any recommended changes in the service plan.
 4. **Courteous treatment.** To be treated with courtesy and respect, and to have the resident's property treated with respect.
 5. **Freedom from maltreatment.** To be free from physical, sexual, and emotional abuse; neglect; financial exploitation; and all forms of maltreatment covered under the Vulnerable Adults Act
 6. **Right to come and go freely.** To enter and leave the facility as they choose. This right may be restricted only as allowed by other law and consistent with a resident's service plan

7. **Individual autonomy.** To individual autonomy, initiative, and independence in making life choices, including establishing a daily schedule and choosing with whom to interact.
8. **Right to control resources.** To control personal resources.
9. **Visitors and social participation.** To meet with or receive visits at any time by the resident's family, guardian, conservator, health care agent, attorney, advocate, or religious or social work counselor, or any person of the resident's choosing. This right may be restricted in certain circumstances if necessary for the resident's health and safety and if documented in the resident's service plan.

To engage in community life and in activities of their choice. This includes the right to participate in commercial, religious, social, community, and political activities without interference and at their discretion if the activities do not infringe on the rights of other residents.

10. **Personal and treatment privacy.**
 - a. To consideration of their privacy, individuality, and cultural identity as related to their social, religious, and psychological well-being. Staff must respect the privacy of a resident's space by knocking on the door and seeking consent before entering, except in an emergency or unless otherwise documented in the resident's service plan.
 - b. To have and use a lockable door to the resident's unit. The facility shall provide locks on the resident's unit. Only a staff member with a specific need to enter the unit shall have keys. This right may be restricted in certain circumstances if necessary for a resident's health and safety and documented in the resident's service plan.
 - c. To respect and privacy regarding the resident's service plan. Case discussion, consultation, examination, and treatment are confidential and must be conducted discreetly. Privacy must be respected during toileting, bathing, and other activities of personal hygiene, except as needed for resident safety or assistance.
11. **Communication privacy**
 - a. To communicate privately with persons of their choice.
 - b. If an assisted living facility is sending or receiving mail on behalf of residents, the assisted living facility must do so without interference.
 - c. Residents must be provided access to a telephone to make and receive calls.
12. **Confidentiality of records.**
 - a. To have personal, financial, health, and medical information kept private, to approve or refuse release of information to any outside party, and to be advised of the assisted living facility's policies and procedures regarding disclosure of the information. Residents must be notified when personal records are requested by any outside party.
 - b. To access their own records.
13. **Right to furnish and decorate.** To furnish and decorate the resident's unit within the terms of the assisted living contract.
14. **Right to choose roommate.** To choose a roommate if sharing a unit.
15. **Right to access food.** To access food at any time. This right may be restricted in certain circumstances if necessary for the resident's health and safety and if documented in the resident's service plan.
16. **Access to technology.** To access Internet service at their expense.
17. **Grievances and inquiries.** To make and receive a timely response to a complaint or inquiry, without limitation. Residents have the right to know and every facility must provide the name and contact information of the person representing the facility who is designated to handle and resolve complaints and inquiries.
18. **Access to counsel and advocacy services.**
 - a. Residents have the right to the immediate access by:
 - 1) the resident's legal counsel;
 - 2) any representative of the protection and advocacy system designated by the state under Code of Federal Regulations, title 45, section 1326.21; or

- 3) any representative of the Office of Ombudsman for Long-Term Care or the Office of Ombudsman for Mental Health and Developmental Disabilities.

19. Information about charges

- a. Before services are initiated, residents have the right to be notified:
- 1) of all charges for housing and assisted living services;
 - 2) of any limits on housing and assisted living services available;
 - 3) if known, whether and what amount of payment may be expected from health insurance, public programs, or other sources; and
 - 4) what charges the resident may be responsible for paying.

20. **Information about individuals providing services.** Before receiving services identified in the service plan, residents have the right to be told the type and disciplines of staff who will be providing the services, the frequency of visits proposed to be furnished, and other choices that are available for addressing the resident's needs.

21. **Information about other providers and services.** To be informed by the assisted living facility, prior to executing an assisted living contract, that other public and private services may be available and that the resident has the right to purchase, contract for, or obtain services from a provider other than the assisted living facility.

22. **Resident councils.** To organize and participate in resident councils as described in section [144G.41, subdivision 5](#)

23. **Family councils.** To participate in family councils formed by families or residents as described in section [144G.41, subdivision 6](#).

RESOURCES

If you want to report a Complaint or Grievance, please refer to our Communicating Concerns and Grievances Policy and Procedures. **You may contact EON, Inc./Glesener's Assisted Living:**

Licensee Name: EON, Inc. **Doing Business As:** Glesener's Assisted Living

Phone: 507-320-7152

Email: cbusse@theeon.com

Address: 150 Main Street, Bird Island, MN 55310

Name/Title of Person to Whom Problems or Complaints/Grievances May be Directed (as of 8/1/2022):

Chelsey Busse, Community Services Director/Assisted Living Director (CSD/ALD)

REQUIRED NOTICE OF ASSISTED LIVING BILL OF RIGHTS TO THE RESIDENTS SEC. 144G.90 MN STATUTES

IF YOU WANT TO REPORT SUSPECTED ABUSE, NEGLECT, OR FINANCIAL EXPLOITATION you may contact the Minnesota Adult Abuse Reporting Center (MAARC). You may contact the Minnesota Adult Abuse Reporting Center (MAARC), which is open 24-hours a day, seven days a week. **IF YOU HAVE A COMPLAINT** about Glesener's Assisted Living or person providing your services, you may contact the Office of Health Facility Complaints, Minnesota Department of Health. **If you would like to request advocacy services,** you may also contact the Office of Ombudsman for Long-Term Care or the Office of Ombudsman for Mental Health and Developmental Disabilities.

The facility or agent of this facility will not retaliate against a resident or employee if the resident, employee, or any person acting on behalf of the resident:

- (1) files a good faith complaint or grievance, makes a good faith inquiry, or asserts any right;
- (2) indicates a good faith intention to file a complaint or grievance, make an inquiry, or assert any right;
- (3) files, in good faith, or indicates an intention to file a maltreatment report, whether

mandatory or voluntary, under section 626.557;

(4) seeks assistance from or reports a reasonable suspicion of a crime or systemic

problems or concerns to the director or manager of the facility, the Office of Ombudsman for Long-Term Care, the Office of Ombudsman for Mental Health and Developmental Disabilities, a regulatory or other government agency, or a legal or advocacy organization;

(5) advocates or seeks advocacy assistance for necessary or improved care or services or enforcement of rights under this section or other law;

(6) takes or indicates an intention to take civil action;

(7) participates or indicates an intention to participate in any investigation or administrative or judicial proceeding;

(8) contracts or indicates an intention to contract to receive services from a service provider of the resident's choice other than the facility; or

(9) places or indicates an intention to place a camera or electronic monitoring device in the resident's private space as provided under section 144.6502.

MINNESOTA ADULT ABUSE REPORTING CENTER (MAARC), which is open 24-hours a day, seven days a week
Phone: 1-844-880-1574. For more information: Vulnerable adult protection and elder abuse (<https://mn.gov/dhs/adult-protection/>).

For all other complaints that are not suspected abuse, neglect, or financial exploitation of a vulnerable adult, please contact the Office of Health Facility Complaints at the Minnesota Department of Health.

**MINNESOTA DEPARTMENT OF HEALTH
OFFICE OF HEALTH FACILITY COMPLAINTS**

PO Box 64970

St. Paul, Minnesota 55164-0970

Street Address:

85 7th Place E., \$220

St. Paul, Minnesota 55101

Phone: 651-201-4201 or 1-800-369-7994

Fax: 651-281-9796

Email: health.ohfc-complaints@state.mn.us

Website: (<https://www.health.state.mn.us/facilities/regulation/ohfc/index.html>)

You may contact the Ombudsman for Long-Term Care for questions about your rights as an assisted living facility resident and to request advocacy services. As an assisted living facility resident, you may contact the Ombudsman for Mental Health and Developmental Disabilities to request advocacy regarding your rights, concerns, or questions on issues relating to services for mental health, developmental disabilities, or chemical dependency.

OFFICE OF OMBUDSMAN FOR LONG-TERM CARE

PO Box 64971

St. Paul, MN 55164-0971

Street Address:

540 Cedar Street

St. Paul, MN 55101

Phone: 1-800-657-3591 or 651-431-2555

Email: MBA.OOLTC@state.mn.us

Website: (<http://www.mnaging.org/Advocate/OLTC.aspx>)

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES

121 7th Place East Metro Square Building
St. Paul, MN 55101-2117
Phone: 1-800-657-3506 or 651-757-1800
Email: Ombudsman.mhdd@state.mn.us
Website: (<https://mn.gov/omhdd/>)

ADDITIONAL RESOURCES

MID-MINNESOTA LEGAL AID/MINNESOTA DISABILITY LAW CENTER

(Protection and Advocacy Systems)
430 First Avenue North, Suite 300
Minneapolis, MN 55401-1780
Phone: 1-800-292-4150
Email: mndlc@mylegalaid.org
Website: Legal Aid (<http://mylegalaid.org/>)

MINNESOTA DEPARTMENT OF HUMAN SERVICES

(Medicaid Fraud and Abuse-payment issues)
Surveillance and Integrity Review Services
PO Box 64982
St Paul, MN 55164-0982
Phone: 1-800-657-3750 or 651-431-2650
Email: DHS.SIRS@state.mn.us

SENIOR LINKAGE LINE

(Aging and Disability Resource Center/Agency on Aging)
Minnesota Board on Aging
PO Box 64976
St. Paul, MN 55155
Phone: 1-800-333-2433
Email: senior.linkage@state.mn.us
Website: (www.SeniorLinkageLine.com)

For General Inquiries, please contact:

Minnesota Department of Health
Health Regulation Division
85 E. 7th Place
PO Box 64970 St. Paul, MN 55164-0970
Phone: 651-201-4101
Email: health.fpc-web@health.state.mn.us
Website: (www.health.state.mn.us)

To obtain this information in a different format, contact the Assisted Living Director or call: 651-201-4200.

_____/_____/20_____
Resident Signature **Date**

_____/_____/20_____
Legal/Designated Representative's Signature **Date**