



Patient and Caregiver Bill of Rights and Responsibilities

Alzheimer's Community Care offers services and resources designed especially for people suffering from Alzheimer's disease and/or other neurocognitive disorders. Specialized Adult Day Center activities are conducted in small group settings permitting a focus on the unique needs, interests, and abilities of each patient. Each patient is assured equal access to all services without regard to race, color, religion, disability, sex, age, national origin, ancestry, marital status, familial status, sexual orientation, gender identity and expression.

Each patient and/or patient's family is guaranteed the rights to:

- be informed of Program policies and procedures
 - participate in the planning of their care, and to give or withhold consent for specific services
 - be treated with consideration, respect, dignity, individuality, and right to privacy
 - be treated like an adult, not a child
 - participate in activities at each person's discretion and without distraction
 - be productive in work and play as long as possible
 - exercise civil and religious liberties while no religious beliefs or practices will be imposed on the patient or patient's family
 - be encouraged and assisted in the exercise of all rights through the promotion of independence
 - have expressed feelings taken seriously
 - report abusive, neglectful, or exploitative practices
 - remain free of abuse, neglect and exploitation
 - freedom from physical and chemical restraints (medications shall not be used for punishment, convenience of center personnel or in quantities that interfere with a patient's rehabilitation or activities of daily living)
 - receive information in a manner tailored to preferred language, sensory impairments and ability to understand
 - privacy in treatment and in the handling, storing, and sharing of medical records
 - retain the services of each person's own personal physician, and have appropriate, ongoing medical care
 - voice grievances and have those grievances addressed and resolved without reprisal or retaliation
 - be cared for by individuals well-trained in dementia care and to be informed of the names of staff members with primary responsibility for care, treatment and services as well as the names of staff members providing care
 - give or withhold informed consent for audio or video recordings or photographs
 - receive at least 15 calendar day notice of a determination that participation in the Program must terminate
 - participate in the planning of the Program each month*
 - associate and communicate privately with persons of their choice, join with other patients or individuals within or outside the center to work for improvements in patient care and, upon request, be given assistance in the reading and writing of correspondence*
- *day care-specific*
- call the Florida Agency for Healthcare Administration (AHCA) at **888-419-3456** or the Florida Department of Children and Families (DCF) at **866-762-2237** to register concerns or complaints

Responsible parties have the responsibility to:

- provide accurate and current information regarding physical and mental health, medications, hospitalizations, past and current functioning and complaints
- share expectations and satisfaction with the organization
- ask questions and/or express concerns when they do not understand any aspect of care, treatment and services
- comply with organization policies and procedures and follow instructions for plan of care, treatment and services
- understand and accept consequences for outcomes when they choose not to follow the plan of care
- meet financial commitments as applicable
- show respect for organization staff and property