

Resident Rights, Protections & Responsibilities

in Certified Adult Care Facilities

The Social Services Law gives you certain rights as a resident in an adult care facility.

You have the right:

- to receive courteous, fair and respectful care and treatment at all times, and not be physically, mentally or emotionally abused or neglected in any manner.
- to exercise your civil rights and religious liberties and to make personal decisions, including your choice of physician, and to have the assistance and encouragement of the operator in exercising these rights and liberties.
- to have private, written and verbal communications or visits with anyone of your choice, or to deny or end such communications or visits.
- to receive and send mail or any other correspondence unopened and without interception or interference.
- to present grievances or recommendations on your own behalf, or on the behalf of other residents, to the administrator or facility staff, the State Department of Health, other government officials or any other parties without fear of reprisal or punishment.
- to join with other residents or individuals inside or outside the facility to work for improvements in resident care.
- to confidential treatment of personal, social, financial and health records.
- to have privacy in treatment and in caring for personal needs.
- to receive a written statement (admission agreement) of the services regularly provided by the operator, those additional services which will be provided if needed or requested and the charges (if any) of these additional services.
- to manage your own financial affairs.
- to not be coerced or required to perform work; and if you choose work, to receive fair compensation from the operator of the facility.
- to have security for any personal possessions if stored by the operator.
- to have recorded on the facility's accident or incident report your version of the events leading to the accident or incident.
- to object if the operator terminates your admission agreement against your will.

In addition, law and regulations provide other protections.

All your rights and protections are described in the Resident Rights and Protections pamphlet the operator gave you at or prior to your admissions interview.

If you feel that any of these rights and protections are being violated

you may file a complaint with the New York State Department of Health at:

Toll Free Complaint Hotline
1-866-893-6772

Capital District Regional Office

875 Central Avenue
Albany, NY 12206
Phone: (518) 408-5287
Fax: (518) 408-5309

Central New York Regional Office

217 South Salina Street
Syracuse, NY 13202
Phone: (315) 477-8472
Fax: (315) 477-8583

Western Regional Office

335 E. Main Street, 1st Floor
Rochester, NY 14607
Phone: (585) 423-8185
Fax: (585) 423-8171

Metropolitan Area Regional Office

90 Church Street
New York, NY 10007
Phone: (212) 417-4440
Fax: (212) 417-2119

