



Resident Bill of Rights

The following are your rights as a resident of Willamette View living in the Manor; Court; Plaza; North Pointe; The Homes on River Ridge; Patio/Balcony Homes; Heron Heights; the Terrace, a licensed Residential Care Facility; The Neighborhoods, a licensed Assisted Living Facility and Memory Care endorsed Resident Care Facility. An additional Residents' Rights document will be provided to you upon entering Willamette View Health Center, a licensed Skilled Nursing Facility; or at the time you access services through Willamette View Home Care, a licensed in-home care agency.

1. The right to exercise your rights as a citizen of the United States and as a resident of the State of Oregon and, upon request, be assisted to exercise those rights.
2. The right to exercise all individual rights that do not infringe upon the rights or safety of other residents.
3. The right to review Willamette View's disclosure statements.
4. The right to be free of discrimination or to have any requirement or restriction imposed upon you based on sex, marital status, race, color, sexual orientation, national origin, or religion. This right extends to prospective residents and your visitors.
5. The right to reasonable accommodations to ensure that services are accessible if you have a disability.
6. The right to privacy in your residence. Entry to your residence is limited to times when you give permission to enter, emergencies, management and maintenance purposes, or other purposes permitted by law.

7. The right to be treated with respect and dignity at all times, and the right to receive services in a manner that protects your privacy when receiving rehabilitation services, treatment, or personal care services.
8. The right to associate and communicate privately with any person of your choice, send and receive personal mail unopened, and to have reasonable access to the private use of a telephone.
9. The right to be free from neglect, financial exploitation, verbal, mental, physical, or sexual abuse as defined by ORS 124.005.
10. The right to access and participate in social, religious, and community activities at your discretion.
11. The right to be fully informed, prior to, at admission or during residency, of services available at Willamette View (WV), a CCRC or continuing care retirement community, and whether WV participates in Medicare or Medicaid programs and the consequences of the participation or lack of participation in these programs by WV.
12. The right to refuse medication, treatment, care, or participation in clinical trials or other research. The right to informed choice and opportunity to select or refuse services and to accept responsibility for the consequences.
13. The right to obtain treatment, care, and services, including but not limited to home health and hospice care, from persons providing health care who have not entered into a contract or are not affiliated with Willamette View, subject to policies of Willamette View regarding the provision of services by persons not under contract.
14. The right to submit or voice grievances, discuss complaints, and suggest changes in policies and services either orally or in writing to staff, resident association representatives, board members, other individuals, or outside representatives without fear of restraint, interference, coercion, discrimination, or reprisal. To be free of retaliation after exercising your rights by law or rule, and to expect to be listened to and receive a response promptly to a grievance or suggestion.
15. The right to be free from harassment by other residents and to peaceful enjoyment of Willamette View without interference from other residents.
16. The right to have your clinical/medical, and other personal records kept confidential, except as otherwise provided by law. And you or your

authorized representative has the right to a prompt inspection of the records pertaining to your care and, for a reasonable charge, to be provided photocopies or electronic copies of your records. Copied records must be promptly provided, but in no case require more than two business days (excluding Saturdays, Sundays, or holidays).

17. The right to receive at least 45 days' prior notice of Willamette View's proposed changes in fees or services, and a reasonable opportunity to comment on the proposed changes before the changes become effective.
18. Willamette View Resident Association's elected representatives or Resident Council has the right to meet with Willamette View administration no less than twice a year to freely discuss subjects that may include, but are not limited to, facility income, expenditures, financial trends, resident concerns, proposed changed in policy, programs and services, or any other issue identified by the Council under ORS 101.055 (1)
19. The right to voluntarily withdraw from residency, regardless of reason.
20. The right to participate in the development of your initial health or personal care service plan and any revisions or updates to the plan at the time changes are made.
21. The right to receive information about the method for evaluating your health or personal care service needs and assessing the costs for the services provided.
22. The right to be free from physical restraints and inappropriate use of psychoactive medications.
23. The right to manage personal financial affairs unless legally restricted.
24. The right to be free of any written contract or agreement language with Willamette View that purports to waive your rights or Willamette View's liability for negligence.
25. You have the right to have a safe and homelike environment.
26. The right to have proper notification if requested to move out of Willamette View, and to be required to move out only for reasons stated in OAR 411-054-0080, and to have the opportunity for an administrative hearing, if applicable.

In addition to the rights listed above, Willamette View residents also have rights under the LGBTQIA2S+ Protections. Willamette View and its staff may not take any

of the following actions based in whole or in part on a resident's actual or perceived sexual orientation, gender identity, gender expression or human immunodeficiency virus status:

1. Deny admission, transfer or refuse to transfer a resident within Willamette View or to another facility, or discharge or evict a resident from Willamette View.
2. Deny a request by a resident to choose a roommate, when sharing a room. Refuse to assign a room to a transgender or other LGBTQIA2S+ resident other than in accordance with the resident's gender identity, unless at the request of the resident or if required by federal law.
3. Prohibit a resident from using, or harass a resident who seeks to use or does use, a restroom that is available to others of the same gender identity, regardless of whether the resident is making a gender transition (including hormones or surgery) or presents as gender nonconforming. Harassment includes, but is not limited to, requiring a resident to show documentation of gender identity to gain entrance to a restroom or area of a facility that is available to others of the same gender identity as the resident.
4. Repeatedly and willfully refuse to use a resident's name or pronouns after being reasonably informed of the residents name and pronouns.
5. Deny a resident the right to wear or be dressed in clothing, accessories or cosmetics, or to engage in grooming practices, that are permitted to any other resident.
6. Restrict a resident's right to associate with other residents or visitors, including the residents right to consensual sexual relations or to display physical affection, unless the restriction is uniformly applied to all residents in a nondiscriminatory manner.
7. Deny or restrict medical or nonmedical care that is appropriate to a resident's organs and bodily needs, or that, to a similarly situated, reasonable person, unduly demeans the resident's dignity or causes avoidable discomfort.
8. Fail to accept a resident's verbal or written attestation of gender identity or require a resident to provide proof of gender identity using any form of identification.

9. Fail to take reasonable actions, within the facility's control, to prevent discrimination or harassment when the facility knows or should have known about the discrimination or harassment.
10. Refuse or willfully fail to provide any service, care or reasonable accommodation to a resident or to a potential resident applying for services or care.

Willamette View residents living in the Terrace (RCF), and the Neighborhoods (ALF, RCF/MC) also have the freedoms authorized by 42 CFR 441.301(c)(4) & 42 CFR 441.530(a)(1). The rights described in 2-6 below shall not be limited without the informed, written consent of the resident or the resident's representative, and approved by the person-centered service plan coordinator (in accordance with OAR 411-054-0038).

1. The right to live under a legally enforceable residency agreement.
2. The freedom and support to access food at any time.
3. The right to have visitors of the resident's choosing at any time.
4. The right to choose a roommate when sharing a bedroom.
5. The freedom to furnish and decorate the resident's bedroom according to the Residency Agreement.
6. The freedom and support to control the resident's schedule and activities.
7. Willamette View and its staff may not act as a resident's guardian, conservator, trustee, or attorney-in-fact unless related by birth, marriage, or adoption to the resident as follows: parent, child, sibling, grandparent, grandchild, aunt or uncle, or niece or nephew. A Willamette View owner, administrator or employee may act as representative payee for the resident or serve in other roles as provided by law.
8. Willamette View and its staff may not spend resident funds without the resident's consent. If the resident is not capable of consenting the residents representative must give consent. If the resident has no representative and is not capable of consenting, Willamette View must follow OAR 411-054-0085 and may not spend resident funds for items or services that are not for the exclusive benefit of the resident.

I acknowledge that I have received a copy of the Willamette View Resident Bill of Rights, Residency Agreement, and General Rules.

Date

Resident Name (please print)

Signature of Resident or Legal Representative

Resident Name (please print)

Signature of Resident or Legal Representative

Willamette View Representative

Signature of WV Representative