

River Valley Therapeutic Residence Policy and Procedure		
Resident Rights		
Effective: 4/25/2023	Revised:	Due to Review: 4/25/2025

POLICY

All residents at the River Valley Therapeutic Residence have the following rights:

1. At River Valley Therapeutic Resident (RVTR) every resident shall be treated with consideration, respect and full recognition of the resident's dignity, individuality, and privacy. A resident may not ask a resident to waive the 28 resident's rights. A resident has the right to exercise any rights without reprisal.
2. Each residence shall establish and adhere to a written policy, consistent with these regulations, regarding the rights and responsibilities of residents, which shall be explained to residents at the time of admission. Receipt of the rights by the resident shall be indicated by a signature and date by the resident on a line for that purpose on the admission agreement.
3. Residents may retain personal clothing and possessions as space permits, unless doing so would infringe on the rights of others, would create a danger to others, would create a security risk or would create a fire, health or safety hazard.
4. A resident shall not be required to perform work for the licensee. If a resident chooses to perform specific tasks for the licensee, the resident shall receive reasonable compensation which shall be specified in a written agreement with the resident.
5. Each resident shall be allowed to associate, communicate, and meet privately with persons of the resident's own choice, including family members, unless such access has been restricted by a court. Residents shall allow visiting hours from at least 8 a.m. to 8 p.m., or longer. Visiting hours shall be posted in a prominent public place.
6. Each resident may send and receive personal mail unopened unless such access has been restricted by a court.
7. Residents have the right to reasonable access to a telephone for private conversations unless such access has been restricted by a court. Residents shall have reasonable access to the residence's telephone except when restricted because

of excessive unpaid toll charges or misuse. Restrictions as to telephone use shall be in writing. Any resident may, at the resident's own expense, maintain a personal telephone or other electronic equipment in his or her own room, unless such access has been restricted by a court.

8. A resident may file a complaint or voice a grievance without interference, coercion, or reprisal. Each residence shall establish an accessible written grievance procedure for resolving residents' concerns or complaints that is explained to residents at the time of admission and posted in a prominent, public place on each floor of the residence. The grievance procedure shall include at a minimum, time frames, a process for responding to residents in writing within ten (10) days, and a method by which each resident filing a complaint or grievance will be made aware of the designated Vermont protection and advocacy organization as an alternative or in addition to the residence's grievance mechanism.
9. Residents may manage their own personal finances unless a representative payee or financial guardian has been appointed. The residence or licensee shall not manage a resident's finances unless requested in writing by the resident and then in accordance with the resident's wishes. The resident or licensee shall keep a record of all transactions and make the record available, upon request, to the resident or legal representative, and shall provide the resident with an accounting of all transactions at least quarterly. Resident funds must be kept separate from other accounts or funds of the residence.
10. The resident's right to privacy extends to all records and personal information. Personal information about a resident shall not be discussed with anyone not directly involved in the resident's care, treatment, or supervision. Release of any record, excerpts from or information contained in such records shall be subject to the resident's written approval, except as requested by representatives of the licensing agency to carry out its responsibilities or as otherwise provided by law.
11. The resident has the right to review the resident's medical or financial records upon request. The resident has the right to provide written comments about the medical or financial record and the comments shall be made part of the resident's record at the request of the resident.
12. Residents shall be free from mental, verbal, or physical abuse, neglect, and exploitation. Residents shall also be free from seclusion or restraints. All residents have the right to be free from corporal punishment. All residents have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion,

discipline, convenience, or retaliation by staff. Psychoactive drugs shall not be administered involuntarily.

13. When a resident is adjudicated mentally disabled, such powers as have been delegated by the Probate or Family Court to the resident's guardian shall be exercised by the guardian.
14. Residents notified about a pending discharge from the residence under Section 5.4 of these regulations, absent an emergency, shall: (a) Be allowed to participate in the decision-making process of the residence concerning the selection of an alternative placement; and (b) Receive adequate notice of a pending transfer.
15. Residents have the right to refuse care to the extent allowed by law. 36 (a) Except for residents who are prohibited from doing so by a court order, this right includes the right to discharge himself or herself from the residence. (b) The resident must fully inform the resident of the consequences of refusing care. If the resident makes a fully informed decision to refuse care, the residence must respect that decision and is absolved of further responsibility, unless the resident is in a secure residential recovery facility and has been court-ordered to take medication or receive care. (c) If the refusal of care will result in a resident's needs increasing beyond what the residence is licensed to provide or will result in the residence being in violation of these regulations, the residence may issue the resident notice of discharge.
16. Residents have the right to fill out a document called an “advance directive” in accordance with Title 18, chapter 231 and to have the residence follow the residents’ wishes, unless such wishes are contrary to a court order. The residence shall provide residents with information about advance directives and, upon request, may support a resident’s efforts to complete the documents.
17. Residents shall have help in assuming as much responsibility for themselves and others as possible, and in participating in residence activities.
18. Residents shall have explained to them the reasons and risks associated with the use of any prescribed medication they are taking.
19. Residents shall be free to terminate their relationship with the residence.
20. The enumeration of residents’ rights shall not be construed to limit, modify,


abridge, restrict, or reduce in any way any rights that a resident otherwise enjoys as a human being or citizen, unless those rights have been limited by a court.

21. The obligations of the residence to its residents shall be written in clear language, large print, given to residents on admission, and posted in an accessible, prominent, and public place on each floor of the residence. Such notice shall also state the residence's grievance procedure and directions for contacting the designated Vermont protection and advocacy organization.
22. If a resident has a chronic condition, he or she has the right to receive competent and compassionate medical assistance to manage the physical and emotional symptoms of that condition.
23. Residents have the right to have a family member, or another person of the resident's choice be notified of the admission to the residence. Residents also have the right to decline to have anyone notified of the admission. A facility may not disclose information about a resident's admission without obtaining the resident's authorization. The decision by the resident regarding notice shall be documented at the time of admission to the residence.
24. Residents have the right to obtain the opinion of a consultant at the resident's own expense.
25. Residents have the right to vote.
26. Residents with limited English proficiency have the right to have oral or written translation or interpretive services and cannot be required to pay for such services.
27. Residents have the right to have accommodations made to a disability (or disabilities) to ensure that there are no barriers to their receipt of services and that they understand the care and treatment being provided. Such accommodations shall include, but are not limited to, sign language interpretation and having documents provided in accessible formats, as applicable. The resident shall not be required to pay for these services.
28. Residents have the right to receive services without discrimination based on race, religion, color, gender (including pregnancy), sexual orientation, gender identity, national origin, disability, or age.

PROCEDURE

If a resident raises a concern, the following information shall be given to the resident:

- The State Division of Licensing and Protection licenses and regulates residential care facilities and investigates complaints of poor care or conditions. You may direct a grievance to this division by calling (802) 241-0480 or by writing the Division of Licensing and Protection through the Department of Aging and Disabilities, H2 South, 280 State Drive, Waterbury, VT 05671-2060
- If you would like someone else outside the facility to help you resolve a problem, or speak on your behalf, you may contact the Ombudsman in your area. The Ombudsman will keep all information, even your name, confidential unless you give permission to use it.
- Relevant contact information:
 - Mental Health Law Project: 802-223-6377
 - Adult Protective Services (abuse, neglect, or exploitation): 1-800-564-1612
 - Disability Rights Vermont/Mental Health Care Ombudsman: 1-802-229-1355 or Toll-Free: 1-800-834-7890
 - Vermont Psychiatric Survivors: 1-802-775-6834

Approved by	Signature	Date
Emily Hawes Commissioner Vermont Department of Mental Health	 <p>DocuSigned by: Emily Hawes C50275615A62462...</p>	4/26/2023