

RESIDENT HANDBOOK

Resident Bill of Rights

Every resident at Serenity Oaks is entitled to a clear set of protections. We post these rights in the home, review them at admission, and revisit them whenever a service plan changes.

Your rights as a resident

1. To be treated with courtesy, respect, and recognition of personal dignity.
2. To privacy in personal care, medical treatment, communication, and visits.
3. To participate in care planning and to make informed choices about treatment.
4. To a written service plan that reflects current needs, preferences, and goals.
5. To accept or refuse services, including medication, after being informed of risks.
6. To voice concerns or grievances without fear of retaliation, and to receive a timely response.
7. To manage personal finances and to keep and use personal possessions when safe.
8. To receive visitors and communicate privately with family, friends, and advisors.
9. To advance written notice before any change in services, rates, or relocation.
10. To a safe, clean, and homelike environment with reasonable accommodations.

How we honor these rights

- Each right is reviewed verbally and in writing at admission, with the resident and a designated family member or representative.
- A written copy is posted in a common area of the home and provided in the Resident Handbook.
- Service plans are written in plain language and reviewed at admission, after any change in condition, and at minimum every 90 days.
- Residents and representatives may request a copy of any record that pertains to them.

Raising a concern

Residents, family members, and representatives are encouraged to bring concerns to our Director of Care at any time. Concerns may be shared in person, by phone, or in writing. We document each concern, respond promptly, and follow up to confirm the issue has been resolved to your satisfaction.

Independent advocacy

Residents and families may also contact independent advocates and regulators for free, confidential support:

Office of Ombudsman for Long-Term Care	1-800-657-3591
Senior LinkAge Line	1-800-333-2433
Disability Hub MN	1-866-333-2466
Adult Protection (urgent concerns)	Common Entry Point: 1-844-880-1574

This document summarizes our resident rights commitments. The complete Resident Handbook — including service disclosures, fee schedule, and arbitration agreement — is provided at admission and available on request at any time.