

# Resident CHOICES



*QUESTIONS? • CONCERNS?*

*Please contact your nurse manager or  
social worker.*

150 Highland Avenue  
Rochester, New York 14620

[stjohnsliving.org](http://stjohnsliving.org)



# St. John's residents have the right to:

- be involved in decisions about their daily care
- be invited to participate in care-planning conferences
- choose when they get up, go to sleep, take a bath, and get dressed
- participate in making decisions regarding food choices
- have their food taste good and be at the proper temperature
- have beverages that they want in between meals
- attend activities of their choice and be provided assistance to do so
- have privacy when being cared for
- privately meet with family and friends
- have private phone conversations
- have their medical conditions kept private
- be treated with respect and dignity
- have their roommate concerns addressed to their satisfaction
- receive assistance they need without waiting for extended periods of time
- receive assistance with dressing and grooming including teeth, dentures, and mouth care
- receive assistance with toileting needs
- have chewing or eating problems, mouth pain, tooth problems, gum problems, mouth sores, or denture problems addressed by staff
- be spoken to in a non-demeaning way
- have their own belongings and/or furniture if desired
- have their belongings protected from damage
- have staff respond if any personal property is reported missing or stolen
- live in a comfortable environment with appropriate temperature, lighting, and noise levels
- live in a clean environment
- be notified prior to moving to a different room
- be notified of St. John's return policy if discharged
- have their pain or discomfort addressed and relieved
- get money from their account whenever they ask (weekends included)
- have an account statement provided
- receive a list of services and items that they will not be charged for if supported by Medicaid
- participate in the admission process
- learn how to apply for and use Medicaid or Medicare to pay for their stay
- be informed that their family member or representative will not have to pay out of his or her pocket if they cannot pay on their own
- have their representative notified when there is a change in their condition or treatment plan
- be provided with a list of "Resident Rights"

*St. John's Home investigates all allegations of abuse, mistreatment, neglect, misappropriation of property, and injuries of unknown origin. We notify the New York State Department of Health within 24 hours if there is reasonable cause.*

*Anyone who witnesses or believes any form of abuse has taken place has the right to report the incident to administration, director of nursing, nursing supervisor, nurse manager, social worker, staff nurses, or the New York State Department of Health Patient Care Hot Line without fear of retaliation.*

*Licensed health professionals by law must report abuse.*