



A GUIDE TO EVALUATE A RESIDENTIAL CARE HOME FOR THE ELDERLY

A Residential Care Home for the Elderly (RCFE) is a non-medical, out of the home facility (licensed by the California State Department Of Social Services, Community Care Licensing Division). All Santa Cruz County facilities are licensed by the State Department of Social Services office in San Jose.

A Residential Care Home for the Elderly is for an individual 60 years and over who are either blind or disabled and are not able to care for their own needs.

Finding the right home is very important. Visit several. Compare and decide which one best suits your needs. Don't be afraid to ask to tour the facility, or to ask questions.

Here are some factors that are important in arriving at a placement decision:

- What type of facility is it? Is it a large or small facility? Is it homelike or institutionalized in character? Is there compatibility among the residents?

- What are the house rules? i.e.: Visiting hours? Termination notice requirements? Smoking? Snacks? Animals? If you wish to take some of your personal belongings, which items will the home allow? What services are there extra charges for? Are these charges listed?
- Meals: When and where served? Ask to see the day's menu. Will special dietary needs be met?
- Social activities program: What activities are available for residents? Do they meet your needs and interests?
- What are the terms of the admission agreement?

On the following page is a list of some of the basic services required to be provided by a licensed Residential Care Home.

BASIC SERVICES PROVIDED BY RESIDENTIAL CARE HOMES

- Facility shall provide CONTINUOUS SUPERVISION to the resident.
- Facility shall make available THREE MEALS A DAY PLUS SNACKS. SPECIAL DIETS PRESCRIBED BY A DOCTOR ARE INCLUDED.
- Facility shall provide each resident with a COMFORTABLE AND SUITABLE BED, including clean linen at least once a week.
- Facility shall provide for an ACTIVITIES PROGRAM designed to meet the needs of the resident. Basic equipment, TRANSPORTATION AND SUPPLIES necessary to carry out such a program shall be given without additional cost to the resident. Transportation to other social activities requested by the resident is optional.
- TRANSPORTATION FOR MEDICAL NEEDS AND OTHER BASIC SERVICES SHALL BE PROVIDED. This does not include transportation out of county nor transportation to a doctor of choice when another doctor in close proximity could provide the same service
- PERSONAL CARE and assistance as needed by the resident such as BATHING, DRESSING, ETC. shall be provided. This includes hair care other than that provided by a professional barber or beautician.
- ASSISTANCE WITH SELF-ADMINISTERED MEDICATION and ordering medication shall be provided.
- Facility shall provide ASSISTANCE TO THE RESIDENT IN ARRANGING FOR MEDICAL CARE.

- Facility shall provide BASIC LAUNDRY NEEDS of one change of clothes per day (washing, ironing, mending). This does not include hand laundry. Equipment shall be available to resident for hand laundry and simple mending, if desired.
- CONSULTATION WITH RESIDENT AND FAMILY AS NEEDED or requested by either the resident or by the facility.
- FACILITY IS RESPONSIBLE FOR NOTIFYING placement agency or responsible person of a RESIDENT'S CLOTHING NEEDS.
- EACH RESIDENT AND/OR AGENT MUST RECEIVE AN ADMISSION AGREEMENT, mutually understood, CLEARLY STATING THE REFUND POLICY OF THE FACILITY SHOULD A MOVE BE NECESSARY. CHARGES FOR EXTRA ITEMS SHOULD ALSO BE CLEARLY LISTED in this contract.

RESIDENT'S PERSONAL RIGHTS IN COMMUNITY CARE FACILITIES

Each person receiving services from a Community Care Facility shall have rights which include, but are not limited to the following. The right:

- To be accorded dignity in his her personal relationships with staff, residents and other persons.
- To be accorded safe, healthful and comfortable accommodations, furnishings and equipment.
- To be free from corporal or unusual punishment, humiliation, intimidations, mental abuse, or other actions of a punitive nature, such as withholding monetary allowances or interfering with daily living functions such as eating or sleeping patterns or elimination.
- To be informed by the licensee of the provisions of law regarding complaints and of procedures to confidentially register complaints, including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency.
- To have the freedom of attending religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services either in or outside the facility, shall be on a completely voluntary basis.
- To leave or depart the facility at any time and to not be locked into any room, building or on facility premises by day or night. This does not prohibit the establishment of house rules, such as the locking of doors at night, for the protection of residents; nor does it prohibit, with the permission of the licensing agency, the barring of windows against intruders.
- To visit the facility prior to residence along with his/her relatives, guardian or conservator.

- To have his/her family or responsible persons regularly informed by the facility of activities related to his/her care or services including ongoing evaluation, as appropriate to the resident's needs.
- To have communications to the facility from his/her family, guardian or conservator answered promptly and appropriately.

In addition to the above, each person provided services by a residential facility shall have and may exercise the following rights •••

- Except in an emergency, to be moved out of the facility only with prior knowledge, and ordinarily the consent of the resident and the person or agency responsible for the resident, if any.
- To have his/her relatives or persons responsible for the resident visit mutually agreed upon hours but without prior notice, and to be allowed other visitors through mutually agreed upon arrangements.
- To wear his/her own clothes; to keep and use his/her personal possessions, including his/her toilet articles; and for an adult, to keep and be allowed to spend his/her own money.
- To have access to individual storage space for his/her private use.
- To have reasonable access to telephones, both to make and to receive confidential calls.
- To have ready access to letter writing materials, including stamps, and to mail and receive unopened correspondence.
- To receive or reject medical care, or other services, except for minors and others for whom legal authority has been established.
- To receive assistance in exercising the right to vote.

SECTION 80341, TITLE 22, CALIFORNIA ADMINISTRATIVE CODE

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PUBLIC REVIEW FILE

Public Review Files of Licensing Inspections are available for public inspection.
A REVIEW FILE IS LOCATED AT THE OMBUDSMAN'S OFFICE AT 525 LAUREL STREET, SUITE 140, SANTA CRUZ, CALIFORNIA 95060

For licensing information and/or to file a complaint with Community Care Licensing, call (408) 277-1286.

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DEFINITIONS AND EXPLANATIONS

CAPACITY ••• refers to the number of adults for whom the home is licensed.

NON-AMB ••• "Non-ambulatory" adults are defined as adults who are not able to leave the building on their own under emergency conditions without any assistance. This includes, but is not limited to the fact that non-ambulatory people use mechanical aids, or need help in getting the mechanical aids. These aids are crutches, walkers, wheelchairs, canes, prostheses, etc. Non-ambulatory adults may also include a person who is too confused to understand the emergency, or one who is totally blind or deaf.

AMB/NON-AMB ••• The "Capacity" column shows that the Provider is licensed for a certain number of "ambulatory" (AMB) and/or "non-ambulatory" (NON-AMB). If the term is "AMB" the home is not licensed for non-ambulatory guests and may not care for such persons.

"SSI" ••• means that the home will accept guests who receive Supplemental Social Security Income.