

CareCertify LLC

Assisted Living Training Series

AL-02

Resident Rights

Participant Guide

Assisted Living Training Series · Audience: HHAs · CNAs · PCAs · DSPs · AL Staff · CE Hours: 1.0

Rights Don't Stop at the Front Door

When a person moves into assisted living, they keep the rights they had as an independent adult. Minn. Stat. 144G.91, the Assisted Living Bill of Rights, puts those rights in writing and makes the facility responsible for protecting them. The facility must inform each resident of these rights in plain language before services begin (144G.90).

This guide turns the statute into shift-level practice. For each right, ask: what does honoring this look like in the next hour of care?

Learning Objectives — by the end of this module you will be able to:

- State the purpose and legal source of the Assisted Living Bill of Rights
- Identify rights to care, refusal, and participation
- Explain privacy, dignity, food access, and support-person rights
- Recognize that rights cannot be waived
- Apply each right to daily care decisions

Section 1: The Right to Appropriate, Competent Care

Residents have the right to care and services appropriate to their assessed needs and delivered according to an up-to-date service plan, meeting accepted health-care standards, with continuity from people who are properly trained and competent.

Your own competence is part of this right. Completing training, following the service plan, and reporting changes are how you deliver on it.

Section 2: The Right to Refuse and to Participate

Residents have the right to refuse care or services. When they do, the facility must inform them of the medical, health-related, or psychological consequences — calmly and without coercion. A refusal is the resident's decision to make.

Residents also have the right to actively participate in planning, modifying, and evaluating their care and to be told in advance of recommended changes. Document refusals and notify the nurse so the plan and the resident's safety can be addressed.

Refusal is a right, not defiance

A resident who declines a shower or medication is exercising a legal right. Inform, respect the choice, and report — do not override it.

Section 3: Privacy, Dignity, and Self-Determination

Residents have the right to privacy and to be treated with dignity. They may furnish and decorate their own unit within the contract terms and choose a roommate if sharing.

In practice: knock and wait before entering, keep the resident covered and the door closed during personal care, speak respectfully, and protect private information. Dignity is delivered in these everyday moments.

Section 4: Access to Food

Residents have the right to access food at any time — a right that may be restricted only when necessary for the resident's health and safety and documented in the service plan. Respect preferences, dietary needs, and cultural and religious food choices as part of person-centered care.

Section 5: The Designated Support Person

Every resident has the right to designate at least one support person who may be physically present at times the resident chooses — a spouse, partner, family member, or another person related by affinity. This right supports connection, advocacy, and emotional wellbeing.

Section 6: Freedom From Maltreatment and Restraint

Residents have the right to be free from maltreatment — abuse, neglect, and financial exploitation — and from physical or chemical restraints used for discipline or convenience. If you witness or suspect maltreatment, you are a mandated reporter; the next lesson covers the full reporting process.

Section 7: The Right to Complain Without Retaliation

Residents have the right to make complaints and inquiries and receive a timely response, and the facility must provide the name and contact of the person designated to resolve them. Retaliation against a resident for making a complaint is prohibited. Treat complaints as useful information, not a threat.

Section 8: Rights Cannot Be Waived

A facility may not request or require a resident to waive any right under the Bill of Rights at any time, for any reason, including as a condition of admission. If you ever see a resident pressured to sign away a right, raise it with your supervisor or an advocate.

Notice of rights

Under Minn. Stat. 144G.90, the facility must inform each resident of these rights in plain language, with accommodations for communication disabilities and non-English speakers, before services begin.

Section 9: Honoring Rights in Daily Care

Rights are delivered through everyday acts: offering genuine choices, explaining before you act, going at the resident's pace, protecting privacy and belongings, and responding to concerns. When you treat each task as the resident's choice rather than your checklist, you deliver the Bill of Rights one moment at a time.

Key Terms

Term	What it means
Assisted Living Bill of Rights	Minn. Stat. 144G.91 — the rights every assisted living resident keeps.
Service plan	The up-to-date, individualized plan that directs a resident's care and services.
Right to refuse	A resident's right to decline care after being told the consequences.
Designated support person	A person the resident chooses to be physically present at times of their choosing.
Retaliation	Punishing a resident for exercising a right, such as complaining — prohibited.
Dignity	Treatment that respects a resident's worth, privacy, and self-determination.

Check Your Understanding

1. Which statute is the Assisted Living Bill of Rights?
2. What must staff tell a resident who refuses care?
3. Give three ways to honor privacy and dignity during personal care.
4. Who may a resident designate as a support person, and when?
5. May a facility require a resident to waive a right to be admitted?

What's Next

Looking ahead

Next, AL-03: Maltreatment Reporting covers your duties as a mandated reporter under the Vulnerable Adults Act and exactly how to report to MAARC.