

AE-102

Resident Rights & Responsibilities

The rights every person living at Aeternum holds, and the shared agreements that keep our home safe and respectful.

Every adult living at Aeternum keeps all of the rights guaranteed to them under Oregon and federal law. Living here does not reduce those rights in any way. This summary explains them in plain language, is reviewed with each resident at move-in, and is posted in the home where anyone can read it. A copy is provided to residents and, with permission, to families and guardians.

Your rights

Respect and dignity

You will be treated as an adult with a life of your own — with courtesy, respect, and recognition of your individuality, culture, language, faith, gender identity, and sexual orientation. Staff use your preferred name and pronouns.

Privacy

You have the right to privacy in your room, your belongings, your mail, your phone calls, your visits, and your personal care. Staff knock before entering. Your mail is not opened by staff. Searches happen only when there is a documented safety reason, are conducted respectfully, and are explained to you.

Confidentiality

Your health and personal information is protected under HIPAA and Oregon law. It is shared only with your written permission, or in the limited situations the law requires — such as a serious safety emergency or a mandatory abuse report.

Participation in your own planning

You have the right to take part in creating and reviewing your support plan, to name your own goals, to invite family or an advocate to planning meetings, to see your record, and to disagree with any part of the plan.

Informed choice about services and medication

You have the right to a clear explanation of any service or medication offered, including its purpose, expected benefits, side effects, and alternatives — and the right to refuse, unless a court order or emergency situation applies.

Freedom from abuse, neglect, and exploitation

You have the right to be free from physical, verbal, sexual, emotional, and financial abuse; from neglect; from retaliation; and from seclusion, restraint, or any use of discipline for staff convenience. All staff are mandatory reporters.

Visitors, phone, and communication

You have the right to receive visitors, to make and receive private phone calls, to send and receive unopened mail, and to communicate with your attorney, advocate, clergy, ombudsman, physician, or state officials at any time.

Religious and cultural practice

You have the right to practice your faith, to attend services in the community, to observe dietary or cultural traditions, and to decline any religious activity.

Personal property and money

You have the right to keep and use personal belongings, to manage your own money unless a legal arrangement says otherwise, and to a written accounting of any funds the home holds on your behalf.

Community, work, and activity

You have the right to participate in the community, to work, attend school, volunteer, vote, and to have reasonable access to your neighborhood consistent with your support plan and safety.

Complaints without retaliation

You have the right to raise a concern or file a formal grievance — with us, with the Oregon Health Authority, with the Residential Facilities Ombudsman, or with Disability Rights Oregon — and to do so without any fear of retaliation, discharge, or reduced services. See the Grievance & Complaint Process guide for how.

Notice before a move or discharge

You have the right to written notice and an explanation before any transfer or discharge, to help planning for where you will go next, and to appeal the decision.

- Treat housemates, staff, visitors, and neighbors with respect.
- Keep the home free of weapons, illegal substances, and alcohol.
- Respect other people's privacy, rooms, and belongings.
- Take part in your own support plan and let us know when something is not working.
- Share in everyday household tasks at the level you are able.
- Follow the agreed-upon plan for medications and health appointments.
- Let staff know where you are going and when you expect to be back.
- Observe quiet hours so everyone can rest.
- Tell a staff member right away if you feel unsafe or see someone else at risk.

If you believe a right has been violated

Tell any staff member or the Home Director immediately. You may also contact any of the organizations below directly and confidentially, at any time. Phones are available in the home for these calls at no cost.

Who to contact	Phone	What they do
Oregon Health Authority — Health Care Regulation & Quality Improvement	971-673-0540	Licensing questions and complaints about a licensed residential program
Oregon Safety Reporting Line (abuse or neglect)	1-855-503-SAFE (7233)	Report suspected abuse, neglect, or exploitation of an adult, 24 hours a day
Long-Term Care Ombudsman / Residential Facilities Ombudsman	1-800-522-2602	Free, independent advocacy for people living in licensed residential settings
Disability Rights Oregon	503-243-2081 or 1-800-452-1694	Legal advocacy and rights protection
OHA Ombuds Program	1-877-642-0450	Help resolving concerns about Oregon Health Plan services
988 Suicide & Crisis Lifeline	Call or text 988	24/7 crisis support statewide
Washington County Crisis Line	503-291-9111	Local 24/7 mental health crisis response

Please note — Acknowledgment: residents sign a copy of these rights at move-in. Signing confirms the rights were reviewed and a copy was received — it never waives any right.