



Defending the Rights of CCRC Residents: California Advocates for Nursing Home Reform (CANHR)

Summary by Sally W. Soest, Education Committee, WACCRA.

Leaders in Establishing Residents' Rights

CANHR is a private nonprofit organization founded in 1983 and "dedicated to improving the quality of care and the quality of life for long term care consumers in California."

CANHR's web site is a treasure trove for CCRC residents, families, advocates, and legislators.

Some Topics You Can Find on the CANHR Web Site

<http://canhr.org/CCRC/CCRClegislation.html>

- Current news and developments across the CCRC industry
- Hot-off-the-press news affecting CCRC residents
- Residents' rights information and examples
- Tools to help residents advocate for good care
- Consumer and legal fact sheets [Example: [Guide to CCRC Financial Reports \(pdf\)](#)]
- CANHR's e-newsletter and back issues
- Legislation about CCRCs: examples, pending CA legislation, updates, archives
- Archives on every topic you can imagine related to CCRCs
- "Reports, Studies": a go-line of information and history of CCRC issue
- ...and much more.

CANHR Fact Sheet: Residents' Rights Laws in California

California's impressive scope of CCRC regulations are administered by California Health and Safety Code or the California Code of Regulations. Please find the original document online for complete descriptions of the following residents' rights.

http://www.canhr.org/CCRC/PDFs/FS_Outline_CCRCResRights.pdf

Rights for All Residents (see the document for a complete list and descriptions)

- A copy of rights must be posted in a prominent place
- Right to a copy of bill of rights at time of contract signing
- Right to cancel a contract within 90 days
- Right to form a residents association provider board for free discussion of financial
- Right to make written requests for information, and receive a response within 20 working days
- Right to meet at least semi-annually with provider board for free discussion of income, expenditures, financial trends....

Representation on Provider Boards

- Right to at least 1 voting member on provider board (2 if board exceeds 21 members)
- Right to meet at least 30 days before rate increase to discuss basis....
- Right to resident representation on provider boards (several formulas specified depending on provider type)

Right to Exercise Rights:

- Right to file complaints with [state administrative agency] for violation of rights, and to post complaints prominently, without retaliation.

Right to Protection in Temporary and Permanent Closures

- Right to receive advanced notice (time specified for each case) of closure, receive a relocation plan, receive replacement units with comparable service, size, amenities, fees....
- Relocation plan must present one of 4 options: CCRC owned by / or not owned by same provider; monetary compensation equal to remaining contract; mutually agreed upon alternative.

Right to Notification:

- 30 days prior to fee change or service or care change
- 10 days after provider's submitting application for certification to start construction of new/expansion of existing/inactivation of/sale of CCRC
- 10 days of submitting to regulatory agency any transaction resulting in encumbrance or lien on a CCRC provider's property/revenues.

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