



ROYAL PALM ADULT DAY CARE CENTER

PARTICIPANT RIGHTS & GRIEVANCE POLICY ACKNOWLEDGMENT

Royal Palm Adult Day Care Center, Inc. is committed to protecting the rights, dignity, and well-being of all participants. Participants have the right to receive services in a safe, respectful, and person-centered environment, free from abuse, neglect, exploitation, or retaliation.

Participant Rights

Participants have the right to, including but not limited to:

- Be treated with dignity, respect, and consideration at all times
- Participate in the development and implementation of their individualized care plan
- Receive services without discrimination
- Be informed of available services and related charges
- Voice concerns, complaints, or grievances without fear of retaliation
- Privacy and confidentiality of personal and health information, in accordance with applicable laws

Grievance Policy and Procedure

Participants and/or their legal representatives have the right to file a grievance regarding care, services, staff, or facility operations at any time.

Grievances may be submitted verbally or in writing to the Facility Administrator or designee. All grievances will be reviewed promptly, and reasonable efforts will be made to resolve concerns in a timely manner. Filing a grievance will **not** affect the participant's services or treatment.

Participants also have the right to contact external agencies to file a complaint, including the **Agency for Health Care Administration (AHCA)** or the **Long-Term Care Ombudsman Program**, without interference or retaliation from the Facility.

Acknowledgment

By signing below, I acknowledge that I have received and reviewed the Participant Rights and Grievance Policy. I understand my rights and the grievance process, and I know how to file a complaint if needed.

Participant Name: _____

Participant / Legal Representative Signature: _____

Printed Name: _____

Date: _____

Relationship to Participant (if applicable): _____