

Prohibition of In-Room Surveillance

This facility is dedicated to promoting and preserving the privacy of our Residents. Federal law obligates us to protect confidential health information. Furthermore, in the event that care or services that are private and confidential in nature are recorded on an unsecured recording device, Residents may become vulnerable to exploitation. To that end, the use of surveillance devices is prohibited within the facility. Examples of surveillance devices include, but are not limited to, tape recorders, camera phones, devices that deliver a live feed to another location, intelligent personal assistance devices, and any other form of video or sound recording device.

Reasonable accommodations will be made for Residents and families who request live video feed as a mode of communication. Reasonable accommodations mean private space within the facility to communicate using facility-provided equipment.

We request your sensitivity when using social media. Again, our Residents are protected by privacy laws, and may not be photographed or have health information disclosed, including their residence at the facility, without the expressed consent of them personally, and their responsible party, as applicable. You may not post images of Residents on any publicly facing social media site operated by the facility. Any posting that compromises the dignity of our Residents could be construed as abuse, and will be followed-up on in accordance with federal and state regulations.

This facility is committed to your trust and comfort in the care received. We encourage you to discuss any concerns with the Administrative personnel of the facility. We pledge to work with you to resolve any concerns you may have.

If you do not feel comfortable sharing concerns with Administration, please feel free to use the confidential concern hotline:

Red Flag Reporting
1-877-647-3335 or www.redflagreporting.com
The “facility code” is the facility’s phone number