

Resident Rights Policy

Bouquet Homes Assisted Living | bouquethomes.com

Effective Date: April 4, 2026

Bouquet Homes Assisted Living

At Bouquet Homes Assisted Living, we believe that every resident deserves to be known, respected, and cared for with dignity. This Resident Rights Policy sets forth the fundamental rights of every person residing at a Bouquet Homes community, including The Primrose (Round Rock, TX) and The Snowberry (Denison, TX). These rights are grounded in Texas assisted living regulations, applicable federal guidelines, and our own deep commitment to compassionate, relationship-based care.

Every resident, family member, and staff member is encouraged to read, understand, and uphold these rights. A copy of this policy is provided to each resident or their authorized representative at the time of admission and is available upon request at any time.

1. Right to Dignity and Respect

Every resident of a Bouquet Homes community has the right to be treated with courtesy, dignity, and respect at all times, regardless of race, color, national origin, religion, sex, disability, age, or any other characteristic protected by law. This includes:

- Being addressed by one's preferred name and in a manner consistent with one's personal dignity.
- Having one's personal history, cultural background, spiritual beliefs, and individual preferences honored by caregivers and staff.
- Receiving care that acknowledges the whole person, including physical, cognitive, emotional, and spiritual dimensions of well-being.
- Being treated as a valued member of the Bouquet Homes community, not as a room number or a task to be completed.

2. Right to Privacy

Residents have the right to privacy in their personal spaces, communications, and personal affairs. Specifically:

- Residents may request privacy in their personal living space, subject to reasonable care and safety considerations.
- Personal, medical, and financial records are kept confidential and are accessible only to authorized staff and, where required or permitted, regulatory agencies.
- Residents have the right to private communication, including telephone calls, written correspondence, and visits, without staff interference or monitoring, except where safety requires otherwise.

- Residents have the right to meet privately with family members, legal representatives, healthcare providers, ombudsman representatives, and other individuals of their choosing.
- Residents' personal belongings and living spaces will be treated with respect.

3.Right to Freedom from Abuse, Neglect, and Exploitation

No resident shall be subjected to abuse, neglect, or exploitation in any form. This right is absolute and applies to actions by staff, other residents, visitors, or any other person. Residents have the right to be free from:

- Physical abuse, including any form of hitting, restraining, or causing physical pain.
- Emotional or psychological abuse, including verbal intimidation, humiliation, threats, or isolation.
- Sexual abuse or unwanted physical contact of any kind.
- Neglect, including failure to provide necessary care, nutrition, hygiene assistance, medication management, or safety.
- Financial exploitation, including unauthorized use of a resident's funds, property, or resources.
- Retaliation or punishment for reporting concerns or exercising any right described in this policy.

Any suspected abuse, neglect, or exploitation will be investigated promptly and reported to the appropriate authorities as required by Texas law. Residents, family members, and staff are encouraged to report concerns without fear of retaliation.

4.Right to Participate in Care Planning

Bouquet Homes is committed to individualized, relationship-based care. Every resident has the right to:

- Be informed about their care plan, including the services to be provided and the goals of their care.
- Participate actively in the development, review, and revision of their care plan, to the extent they are able.
- Invite family members, legal representatives, or other advocates to participate in care planning discussions.
- Accept or refuse any specific care, service, or treatment, and to be informed of the consequences of such decisions.
- Receive care that adapts to changing needs, consistent with our commitment that residents never have to move as their needs evolve.
- Request and receive information about their health status from the care team in a manner they can understand.

Care plans are developed collaboratively with residents and their families, guided by the expertise of our certified care managers and nursing staff, and reviewed regularly to ensure they remain current and appropriate.

5.Right to Information and Access to Records

Residents and their authorized representatives have the right to:

- Receive a written copy of this Resident Rights Policy at the time of admission and upon request thereafter.
- Review and obtain copies of their personal care records within a reasonable time, subject to applicable law.
- Be informed about the facility's licensing status, ownership, and any regulatory actions that may affect their care.
- Receive clear, timely, and honest communication from Bouquet Homes regarding all aspects of their care and residency.
- Receive written notice of any changes to fees, services, or residency terms as required by applicable law.
- Review our most recent state inspection results, which are available upon request.

6.Right to Freedom of Choice

Residents have the right to make meaningful choices about their daily lives and care experience, including:

- Choosing their own healthcare providers, including physicians, specialists, and pharmacies, to the extent feasible.
- Participating in or declining enrichment activities, including Morning Movements, Creative Studio Time, Pet Therapy visits, Afternoon Serenades, and Film Nights, without pressure or penalty.
- Personalizing their living space with personal belongings, photographs, and other items meaningful to them.
- Choosing their own daily routines, including sleep schedules, mealtimes (within operational limits), and personal preferences for hygiene and dress.
- Deciding how to manage their personal finances, with support if desired.
- Practicing their religion or spiritual beliefs and accessing religious or spiritual care.

7.Right to Social Engagement and Communication

Residents have the right to maintain and develop meaningful relationships and to stay connected with the people and world around them. This includes:

- Receiving visits from family, friends, legal representatives, healthcare providers, ombudsman representatives, and others of their choosing at reasonable hours.
- Using personal communication devices, including telephones and, where applicable, internet access.
- Participating in community life within Bouquet Homes and, where desired and feasible, in the broader local community.
- Accessing advocacy and support services, including the Texas Long-Term Care Ombudsman program.
- Forming and maintaining friendships with other residents and staff.

8.Right to File Grievances

Every resident has the right to voice concerns, complaints, and grievances without fear of retaliation, discrimination, or adverse changes to their care. Our grievance process is as follows:

8.1 Informal Resolution

We encourage residents and families to speak directly with their Care Manager at the earliest opportunity. Our Care Managers are available and responsive to address concerns promptly and resolve them informally whenever possible.

8.2 Formal Grievance

If a concern is not resolved informally, a written grievance may be submitted to the Care Manager or to Bouquet Homes leadership at hello@bouquethomes.com. We will acknowledge receipt of a written grievance within [2] business days and provide a written response within [10] business days, or as soon as practicable given the nature of the concern.

8.3 External Resources

Residents and families may also contact external agencies at any time, including:

- Texas Long-Term Care Ombudsman: 1-800-252-2412 (free and confidential assistance for residents of assisted living facilities).
- Texas Health and Human Services, Regulatory Services Division: for concerns about facility compliance with state licensing requirements.
- Adult Protective Services (APS): 1-800-252-5400, for concerns about abuse, neglect, or exploitation.

No resident shall experience any form of retaliation for filing a grievance or contacting an external agency.

9. Rights Related to Transfer and Discharge

Residents have the right to security and stability in their home at Bouquet Homes. A resident may only be involuntarily transferred or discharged under circumstances permitted by Texas assisted living regulations, including:

- The resident's care needs exceed the level of care that Bouquet Homes is licensed and equipped to provide safely.
- The resident's presence poses a substantial risk to the health or safety of other residents or staff.
- The resident has failed to pay fees owed under the residency agreement after appropriate notice.
- The facility is closing.

In the event of an involuntary transfer or discharge, Bouquet Homes will provide the resident and their authorized representative with written notice as required by applicable law, an explanation of the reasons for the decision, information about the resident's right to appeal, and reasonable assistance in planning the transition to an appropriate alternative setting.

Residents also have the right to voluntarily leave or discharge themselves from Bouquet Homes at any time, subject to the terms of their residency agreement.

Consistent with our commitment to aging in place, Bouquet Homes endeavors to accommodate evolving care needs, including memory care and hospice support, so that residents may remain in their home for as

long as safely possible.

10.Right to Financial Transparency

Residents have the right to:

- Receive a written statement of fees and services before admission and whenever fees or services change.
- Manage their own financial affairs or to designate a representative to do so on their behalf.
- Be protected from financial exploitation by any person, including staff, other residents, or third parties.
- Receive a clear explanation of what is included in monthly fees and what services may carry additional costs.

11.Right to Exercise These Rights Without Retaliation

Exercising any right described in this policy, including filing a grievance, contacting an external advocate, refusing care, or requesting information, will never result in adverse treatment by Bouquet Homes staff or changes to the services provided. Any staff member found to have retaliated against a resident for exercising their rights will be subject to disciplinary action, up to and including termination.

12.Staff Training and Accountability

All Bouquet Homes staff members, including caregivers, care managers, and administrative personnel, receive training on resident rights as part of their onboarding and ongoing professional development. Our care managers are responsible for ensuring that resident rights are upheld in daily operations and for promptly addressing any reported concerns. Leadership maintains open-door communication with residents and families as part of our culture of transparency and accountability.

13.Ombudsman Notice

A long-term care ombudsman helps residents of assisted living facilities resolve complaints. Help provided by an ombudsman is confidential and free of charge. To speak with an ombudsman, call the toll-free number: **1-800-252-2412**.

The ombudsman can help with concerns about care quality, resident rights, discharge decisions, and other issues. Residents may contact the ombudsman at any time, and Bouquet Homes will not interfere with or discourage this contact.

14.Contact Bouquet Homes

For questions about this Resident Rights Policy, to request a copy in an accessible format, or to raise a concern, please contact us:

Bouquet Homes Assisted Living

Email: hello@bouquethomes.com

The Primrose: 512-551-3502 | 3602 Winding Way, Round Rock, TX | Facility ID: 110682

The Snowberry: 903-337-1003 | 4318 W Crawford St, Denison, TX

We are honored to care for you and your family, and we remain committed to providing a home where every resident blooms.