**Section 350.3330 Facility Implementation**

a) A *facility shall establish written policies and procedures to implement the responsibilities and rights provided in* Article II of the Act*. The policies shall include the procedure for the investigation and resolution of resident complaints under Section 3-702* of the Act*. The policies and procedures shall be clear and unambiguous and shall be available for inspection by any person. A summary of the policies and procedures, printed in not less than 12 point type, shall be distributed to each resident and representative.* (Section 2-210 of the Act)

b) The facility shall provide copies of these policies and procedures upon request to next of kin, sponsoring agencies, and the public.

c) *Each resident* *and resident's guardian or other person acting for the resident* *shall be given a written* *explanation, prepared by the Office of the State Long-Term Care Ombudsman,* *of all the rights enumerated in Part 1 of* Article II of the Act *and in Part 4 of Article III* of the Act*. For residents of facilities participating in Title XVIII or XIX of the Social Security Act, the explanation shall include an explanation of residents' rights enumerated in that Act. The explanation shall be given* *at the time of admission to a facility or as soon thereafter as the condition of this resident permits, but in no event later than 48 hours after admission, and again at least annually thereafter*. *If a resident is unable to read such written* *explanation, it shall be read to the resident in a language the resident understands. In the case of a minor or a person having a guardian* *or other person acting for him*, *both the resident and the parent,* *guardian* *or other person acting for the resident* *shall be fully informed of these rights.* (Section 2-211 of the Act)

d) The resident, resident's representative, guardian, or parent of a minor resident shall acknowledge in writing the receipt from the facility of a copy of all resident rights set forth in Article II of the Act and a copy of all facility policies implementing those rights.

e) *The facility shall ensure that its staff is familiar with and observes the rights and responsibilities enumerated in* Article II of the Act and this Part*.* (Section 2-212 of the Act)

(Source: Amended at 46 Ill. Reg. 10519, effective June 2, 2022)