**Section 370.3110 Facility Implementation**

a) The facility shall establish and function in conformity with written policies and procedures to implement the responsibilities and rights provided in the Act and these rules and regulations. The policies shall include the procedure for the investigation and resolution of resident complaints under the Act. The policies shall be clear and unambiguous and shall be available for inspection by any person.

b) *Upon admission to a community living facility, residents shall be provided with a copy of their rights and related rules, regulations and policies and the name, address and telephone number of the Guardianship and Advocacy Commission. These rights shall include but need not be limited to the Mental Health and Developmental Disabilities Code.*

c) The facility shall provide copies of material listed in Section 370.3110(b) upon request to next of kin, sponsoring agencies, representative payees and the public.

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 and a copy of all facility policies implementing such rights.

e) The facility shall ensure that its staff is familiar with and observes the rights and responsibilities enumerated in the Act and these regulations.