SAMPLE POLICY

Sample policy from the CareRulebook Colorado manual. Fictional agency. Rule-verified on October 2, 2026.

This is Policy 2.5 of the 33 in the manual, exactly as it prints in a buyer's copy, but filled in with example answers for a fictional agency, Sample Home Care, LLC. Rule-verified means each quote under Rule basis was checked word for word against the official text we saved on that date. It is not legal advice.

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POLICY 2.5

Consumer rights, including freedom from restraint

6 CCR 1011-1 Ch. 26, 5.3 · 6 CCR 1011-1 Ch. 26, 5.6(B) · 6 CCR 1011-1 Ch. 2, 7.1.1-7.1.2 · 6 CCR 1011-1 Ch. 2, 8.8.2 · 6 CCR 1011-1 Ch. 2, 1.10, 1.36, 1.45, 1.49, 1.51

Purpose

This is Sample Home Care, LLC's policy on consumer rights. It sets out every right Colorado's rules give consumers of home care, how the agency protects and promotes each one, and the written statement that the agency does not use restraint or seclusion. The statement of consumer rights at the end of the Procedure is given to every consumer at the start of services and to all personnel on hire.

Scope

This policy applies to every consumer of Sample Home Care, LLC and their authorized representative (defined in Policy 2.3), and to everyone who works for the agency: the governing body designee, the HCA manager, Jordan Lee, the supervisors, Casey Morgan and Riley Chen, office staff, and every homemaker and personal care worker.

The Colorado Department of Public Health and Environment (CDPHE) licenses Sample Home Care, LLC as a home care agency, Class B. Chapter 2 of CDPHE's rules (6 CCR 1011-1) requires a client rights policy (7.1.1), and Chapter 26 applies Chapter 2's rights with additions for home care (5.3(A)). Chapter 2 says "client" and Chapter 26 says "consumer"; this policy says "consumer" for both.

Policy

The rights policy

1. **Sample Home Care, LLC has and follows this policy.** Sample Home Care, LLC must develop and implement a policy on consumer rights that gives each consumer, or where appropriate their authorized representative, the rights in Chapter 2, 7.1.1, with the

additions in Chapter 26, 5.3. This is that policy. Items 6 to 23 restate each right in plain words, in the rules' order, with what the agency does to protect it.

2. **What the policy promises as a minimum (Chapter 26, 5.3(A)(1)(b)).** The consumer, or their authorized representative, has the right to be told of the consumer's rights through an effective means of communication. The consumer has the right to be assured that Sample Home Care, LLC will not make the provision of care depend on, or otherwise discriminate against a consumer because of, personal, cultural or ethnic preference, disabilities, or whether the consumer has an advance directive. Sample Home Care, LLC protects and promotes the exercise of all these rights.
3. **Given to consumers.** Each consumer, or their authorized representative, receives the statement of consumer rights before services begin or at admission, where possible (Chapter 2, 7.1.2), together with CDPHE's Notice of Consumer Rights form within one business day of the start of services (Chapter 26, 5.6(B)). How both are given and explained is in Policy 2.4.
4. **Given to all personnel on hire (Chapter 26, 5.3(A)(1)(a)).** A complete statement of consumer rights, including the right to file a complaint with CDPHE, must be given to all personnel on hire. Every new employee, and every contractor where the agency uses them, receives the statement of consumer rights at the end of the Procedure at orientation, before their first visit to a consumer, and signs the staff acknowledgment. The signed acknowledgment goes in their personnel file (Policies 4.4 and 4.8).
5. **Proof (Chapter 26, 5.3(A)(8)).** Sample Home Care, LLC must keep documentation showing it has met the rights requirements: the start-of-service checklist and signed notices in each consumer record (Policy 2.4), the staff acknowledgments in personnel files, and the records named in each item below.

Rights added by Chapter 26, 5.3(A)

6. **Exercising rights without fear (5.3(A)(2)(a)).** The consumer, or their authorized representative, may exercise any right without fear of retribution or retaliation. No one at Sample Home Care, LLC reduces, delays or changes a consumer's services, or treats them differently, because they used a right or made a complaint (Policy 3.1).
7. **Respect for person and property (5.3(A)(2)(b)).** The consumer has the right to have their person and property treated with respect. Workers treat the consumer's home, belongings and money with care, ask before moving or using things, and do not use the consumer's phone, food or belongings for themselves.
8. **Freedom from neglect, exploitation and abuse (5.3(A)(2)(c)).** The consumer has the right to be free from neglect, financial exploitation, and verbal, physical and psychological abuse, including humiliation, intimidation and punishment. Policy 3.3 sets out how the agency prevents, detects, investigates and reports abuse, neglect and exploitation.
9. **Knowing who is giving care (5.3(A)(2)(d)).** When the consumer, or their authorized representative, asks, Sample Home Care, LLC tells them the full name, licensure status

(or that the person holds no license), staff position and employer of every person they have contact with who supplies, staffs or supervises their care or services.

10. **Trained and competent staff (5.3(A)(2)(e)).** The consumer has the right to be served by staff who are properly trained and competent to do their duties. No worker is assigned a task they have not been trained and checked on (Policies 4.5 and 4.6).
11. **Freedom from confinement and restraint (5.3(A)(2)(f)).** The consumer has the right to live free from involuntary confinement, and to be free from physical or chemical restraints as Chapter 2, Part 8 defines them. Sample Home Care, LLC does not use restraint or seclusion of any kind (items 24 to 27).
12. **Complaints (5.3(A)(2)(g)).** The consumer, or their authorized representative, has the right to complain, verbally or in writing, about services or care that are or are not given, or about a lack of respect for the consumer's person or property by anyone giving services for the agency. Policy 3.1 sets out how complaints are made, investigated and resolved.
13. **Confidentiality, and how information is shared (5.3(A)(2)(h)-(i)).** The consumer has the right to confidentiality of all their records, communications and personal information, and Sample Home Care, LLC must tell the consumer its policies and procedures on disclosure of their information and records. The agency's policy, which the statement of consumer rights summarizes, is that it shares a consumer's information outside the agency only with the consumer's written permission, or where the law or CDPHE's rules allow or require it: for example to CDPHE surveyors, in reports of suspected abuse or neglect, to emergency responders in an emergency, and with other home care agencies serving the consumer unless the consumer refuses coordination (Policy 2.3). How consumers see and get copies of their records, and the full disclosure policy, are in Policy 5.2.
14. **Being told in advance, and informed consent (5.3(A)(3)(a)).** Sample Home Care, LLC must tell the consumer, or their authorized representative, in advance, about the care, the method of delivery and the services to be given, and about any changes, so the consumer can give informed consent. In advance of receiving care, the consumer has the right to be told the services that will be provided, the kind of worker who will provide them, how often visits are proposed, the method of delivery and any change to it, and the consequences of refusing care or services (5.3(A)(3)(a)(ii); Policy 2.3).
15. **Refusing, and research (5.3(A)(3)(a)(i)).** The consumer has the right to refuse treatment, within the limits of the law, and to be told the consequences of doing so. For Sample Home Care, LLC this means a consumer may refuse any service or task, at any visit or for good; the worker does not insist, records it on the service note and tells the supervisor, who explains any consequences to the consumer. The consumer has the right to take part in experimental research only with their voluntary written consent. Sample Home Care, LLC does not take part in research of any kind.
16. **Refusing telehealth (5.3(A)(3)(a)(iii)).** The consumer has the right to refuse to change from in-person delivery of services to delivery by telehealth. If the consumer refuses

telehealth, their services must continue in person. Sample Home Care, LLC gives every service in person in the consumer's home. The only part of its work that may use telehealth is the three-monthly supervisory visit, which may be made by live video with the worker and the consumer (Policy 4.7). The supervisor asks each consumer before their first video supervisory visit and records their choice in the service plan (Policy 2.3). A consumer who refuses, at any time, has every supervisory visit in person.

17. **Taking part in planning (5.3(A)(3)(b)).** Sample Home Care, LLC offers the consumer, or their authorized representative, the right to take part in developing the service plan and in planning any change, and to receive instruction and education about it, and tells them of this right in advance (Policy 2.3).
18. **Prompt care (5.3(A)(4)).** The consumer has the right to receive prompt care in line with their service plan (Policies 2.3 and 2.7).
19. **Billing changes, and the consumer's money (5.3(A)(5)).** The consumer, or their authorized representative, has the right to be told of any change in billing or payment procedures before it takes effect, as Policy 2.6 sets out. Sample Home Care, LLC must not take power of attorney or guardianship over a consumer, require a consumer to sign checks over to the agency, or require a consumer to sign or assign a loan, advance, financial interest, mortgage or other property in exchange for future services (5.3(A)(5)(c); Policy 2.6).
20. **The state hotline (5.3(A)(6)).** The consumer, or their authorized representative, has the right to be told that the state's toll-free hotline for home care is available, and to use it to complain about care received or not received, including about how the agency carries out the advance directives requirements. The hotline notice is given in writing when the consumer is accepted (Policy 2.4).
21. **Who owns the agency (5.3(A)(7)).** When the consumer, or their authorized representative, asks, Sample Home Care, LLC gives them a written notice listing every individual and legal entity with an ownership or controlling interest in the agency. After a change of ownership, the new owner writes to every consumer listing the new owners and offers the choice of continuing with the agency or help moving to a different agency (Policy 1.5).

Rights in Chapter 2, 7.1.1 (A) to (Q)

22. Each consumer, or where appropriate their authorized representative, has the right to:
    1. **(A)** take part in all decisions about the consumer's care (Policy 2.3);
    2. **(B)** be told whether the agency takes part in teaching programs, and give informed consent before being included in any clinical trial about their care. Sample Home Care, LLC does not take part in teaching programs or clinical trials;
    3. **(C)** refuse any service or task and be told the risks and benefits of refusing (item 15). Sample Home Care, LLC gives no drugs, tests, procedures or medical treatment;
    4. **(D)** receive care, in line with state law, that is respectful, recognizes the consumer's dignity, cultural values and religious beliefs, and gives personal privacy as far as

possible, for example by closing doors and covering the consumer during bathing and dressing;

5. **(E)** be told at least the first names and credentials of the people giving them services, and on request their full names and experience. Before a worker's first visit, the office tells the consumer the worker's first name and role (homemaker or personal care worker, and any license or certification). Workers wear or carry agency identification;
6. **(F)** receive on request an estimate of charges before services begin, the agency's general billing procedures, and an itemized bill (Policy 2.6);
7. **(G)** give informed consent for all services (item 14);
8. **(H)** make complaints to the agency and to CDPHE, and be told how to do so, with contact details (Policies 2.4 and 3.1);
9. **(I)** be free of abuse and neglect. The agency's policies on preventing, detecting, investigating and responding to abuse and neglect are in Policy 3.3;
10. **(J)** be free from the improper application of restraints or seclusion (items 24 to 27);
11. **(K)** expect that the agency can meet their identified and reasonably anticipated needs (Policy 2.3);
12. **(L)** receive care in line with their needs (Policy 2.3);
13. **(M)** confidentiality of all their records (item 13; Policy 5.2);
14. **(N)** receive care in a safe setting. Workers follow the agency's safety, emergency and infection control procedures (Policies 3.4 and 3.5) and report hazards in the home (Policy 2.1);
15. **(O)** be told whether a referral the agency makes to another provider is to an entity in which the agency has a financial interest (Policy 2.3);
16. **(P)** make advance directives and have the agency comply with them, as applicable and as state law provides (Policy 2.4); and
17. **(Q)** ask that an in-network health care provider provide services at an in-network facility or agency, if available. Sample Home Care, LLC tells any consumer who asks whether it is in their health plan's network.

23. **Protecting rights day to day.** Workers learn these rights at orientation and in annual training on consumer rights (Policies 4.4 and 4.5). Supervisors check at each supervisory visit that the consumer is treated with respect and is satisfied (Policy 4.7). Any staff member who sees or hears of a right not being respected tells the supervisor or the HCA manager the same day, and it is handled as a complaint (Policy 3.1) or, where it may be abuse, neglect or exploitation, under Policy 3.3.

Restraint and seclusion (Chapter 2, 8.8.2)

24. **The statement.** Sample Home Care, LLC does not use restraint or seclusion. This written statement is made because Chapter 2, 8.8.2 requires an agency that does not use restraint or seclusion to say so in its policies and procedures.

25. **What restraint and seclusion mean.** Chapter 2 defines restraint as any method or device used to involuntarily limit a person's freedom of movement, including bodily physical force, mechanical devices or chemicals; restraint includes chemical, mechanical and physical restraint and seclusion (1.49). Chemical restraint is giving a person medication involuntarily to restrain them (1.10). Mechanical restraint is a physical device used to involuntarily restrict a person's movement, or the movement or normal function of part of their body, and includes raised bed rails used for fall prevention (1.36). Physical restraint is using bodily, physical force to involuntarily limit a person's freedom of movement (1.45). Seclusion is involuntarily placing a person alone in a room they are prevented from leaving (1.51).
26. **What this means for workers.** No worker ever:
    - holds, pins or pushes a consumer to stop them moving, or uses force to make them do something;
    - ties, belts or straps a consumer to a bed, chair or wheelchair, or raises bed rails, fastens a lap tray or uses any other device to keep a consumer from getting up or moving;
    - locks or blocks a consumer in a room or in the home, or leaves them shut in alone;
    - gives a consumer any medication or substance, or pressures them to take one, to calm or control them (medication reminders are given only as Policy 2.2 sets out, and the consumer decides whether to take the medication); or
    - threatens a consumer to make them comply.

    Equipment used with the consumer's agreement for their own support, such as a gait belt used as a safety device during a transfer the consumer helps with, is used only as Policy 2.1 allows, and is never used to stop a consumer moving.
27. **When a consumer is upset, confused or at risk.** The worker stays calm, talks with the consumer, and uses the redirection techniques the worker has been trained in (Policies 4.5 and 4.6). If the consumer or anyone else is in immediate danger, the worker calls 911, then the supervisor. If a worker sees that anyone else is restraining or confining a consumer, they report it to the supervisor the same day as possible abuse (Policy 3.3).

Procedure

1. **Consumers.** The supervisor gives each consumer, or their authorized representative, the statement of consumer rights in the start-of-service packet, explains it and records it on the start-of-service checklist (Policy 2.4).
2. **Personnel.** At orientation, the supervisor or office staff gives each new employee or contractor the statement of consumer rights, goes through it, and has them sign the staff acknowledgment before their first visit to a consumer. The signed copy goes in their personnel file (Policies 4.4 and 4.8).
3. **Requests.** When a consumer asks for any information this policy gives them a right to (names and credentials of staff, ownership, charges, billing procedures, records), the

person asked passes the request to the office the same day, the office gives the information, and the date is recorded in the consumer record.

4. **Concerns.** Any concern that a right has not been respected is handled under Policy 3.1 or Policy 3.3, as item 23 says.
5. **Yearly review.** At the yearly review of the manual (Policy 1.3), the HCA manager checks this policy and the statement against the rules in force and any rule change, updates both, and gives the updated statement to consumers and staff.

Sample Home Care, LLC: Statement of consumer rights

Sample Home Care, LLC, 100 Main Street, Suite 200, Denver, CO 80202, (303) 555-0100

As a consumer of Sample Home Care, LLC, you, or your authorized representative, have these rights. You may use any of them without fear of retaliation.

1. To be told your rights in a way you understand.
2. To receive care without discrimination based on personal, cultural or ethnic preference, disabilities, or whether you have an advance directive.
3. To take part in all decisions about your care, to take part in planning your service plan and any changes to it, and to be told and taught about your plan.
4. To be told in advance about the services you will receive, who will provide them, how often visits will be, how services will be delivered, any changes, and what may happen if you refuse a service, so that you can give informed consent.
5. To refuse any service and be told the possible consequences.
6. To refuse to change from in-person services to telehealth. If you refuse, your services continue in person.
7. To be told whether Sample Home Care, LLC takes part in teaching programs, and to take part in research or clinical trials only with your voluntary written consent. Sample Home Care, LLC does not take part in any of these.
8. To have yourself and your property treated with respect, and to receive care that respects your dignity, cultural values and religious beliefs and gives you privacy.
9. To be free from neglect, financial exploitation, and verbal, physical and psychological abuse, including humiliation, intimidation and punishment.
10. To be free from involuntary confinement and from physical or chemical restraints and seclusion. Sample Home Care, LLC does not use restraint or seclusion.
11. To know the first names and credentials of the people giving you services and, on request, their full names, experience, licensure status, staff position and employer.
12. To be served by staff who are properly trained and competent.
13. To receive prompt care in line with your service plan, and care that meets your needs in a safe setting.
14. To expect that Sample Home Care, LLC can meet your needs before it accepts you.

15. To confidentiality of all your records, communications and personal information, and to be told our policies on sharing your information and records. We share your information outside Sample Home Care, LLC only with your written permission, or where the law or the state's rules allow or require it, such as to state surveyors, in reports of suspected abuse or neglect, to emergency responders, and with other home care agencies serving you unless you refuse.
16. To ask for an estimate of charges, our general billing procedures and an itemized bill, and to be told of changes in billing or payment before they take effect. We never take power of attorney or guardianship over you, ask you to sign checks over to us, or ask you for a loan, advance, financial interest, mortgage or other property in exchange for future services.
17. To be told whether a referral we make to another provider is to one in which we have a financial interest.
18. To make advance directives and have us follow them as state law provides.
19. To ask that an in-network health care provider provide services at an in-network facility or agency, if available.
20. To ask for a written list of everyone with an ownership or controlling interest in Sample Home Care, LLC.
21. To complain, verbally or in writing, about services or care given or not given, or about a lack of respect for you or your property, and to be told how. You may complain to Sample Home Care, LLC (Jordan Lee, HCA manager, (303) 555-0100), to the Colorado Department of Public Health and Environment (303-692-2910 or 1-800-842-8826), or through the state's toll-free hotline for home care (see your hotline notice).

For staff: acknowledgment (staff rights statement)

I have received and read this complete statement of consumer rights, including each consumer's right to file a complaint with the Colorado Department of Public Health and Environment. I understand I must respect every one of these rights, and that Sample Home Care, LLC does not use restraint or seclusion.

Name: _____ Position: _____ Signature: _____ Date: _____

Responsibilities

- **The governing body designee:** adopts this policy and makes sure the agency has the staff and resources to protect consumers' rights.
- **HCA manager (Jordan Lee):** makes sure every consumer and every new staff member receives the statement; answers requests for ownership and staff information; reviews the policy each year.
- **Supervisors (Casey Morgan and Riley Chen):** explain rights to consumers; check at supervisory visits that rights are respected; act on concerns.

- **All staff:** respect every right in this policy; never use restraint or seclusion; report any concern the same day.

Records

- In each consumer record: the start-of-service checklist and signed notices (Policy 2.4), the service plan with any telehealth choice (Policy 2.3), and a note of each request answered under Procedure item 3.
- In each personnel file: the signed staff acknowledgment (Policy 4.8).
- Records are kept as set out in Policy 5.3.

Recommended practice

These are Sample Home Care, LLC's own practices. The rules do not set them:

- Ask consumers at the yearly review whether they feel their rights are respected, and include the answers in consumer input (Policy 5.5).
- Use a short rights scenario at each annual training, such as a family member asking a worker to lock a confused consumer in their room.

Rule basis

> The provisions of 6 CCR 1011-1, Chapter 2, Part 7, shall apply, with the following additions:
> `6 CCR 1011-1 Ch. 26, 5.3(A)`

> A complete statement of consumer rights, including the right to file a complaint with the Department, shall be distributed to all personnel upon hire.
> `6 CCR 1011-1 Ch. 26, 5.3(A)(1)(a)`

> At a minimum, the HCA's policies and procedures shall specify that: (i) The consumer or authorized representative has the right to be informed of the consumer's rights through an effective means of communication. (ii) The consumer has the right to be assured that the HCA shall not condition the provision of care, or otherwise discriminate against a consumer, based upon personal, cultural, or ethnic preference, disabilities, or whether the consumer has an advance directive. (iii) The HCA shall protect and promote the exercise of these rights.
> `6 CCR 1011-1 Ch. 26, 5.3(A)(1)(b)`

(a) The rights of the consumer may be exercised by the consumer or authorized representative without fear of retribution or retaliation. (b) The consumer has the right to have their person and property treated with respect. (c) The consumer has the right to be free from neglect; financial exploitation; and verbal, physical, and psychological abuse, including humiliation, intimidation, or punishment. (d) The consumer or authorized representative, upon request to the HCA, has the right to be informed of the full name, licensure status, staff position, and employer of all persons with whom the consumer has contact and who is supplying, staffing, or supervising care or services. (e) The consumer has the right to be served by agency staff who are properly trained and competent to perform their duties. (f) The consumer has the right to live free from involuntary confinement, and to be free from physical or chemical restraints as defined in 6 CCR 1011-1, Chapter 2, Part 8.

`6 CCR 1011-1 Ch. 26, 5.3(A)(2)(a)-(f)`

(g) The consumer or authorized representative has the right to express complaints verbally, or in writing, about services or care that are or are not furnished or about the lack of respect for the consumer’s person or property by anyone who is furnishing services on behalf of the HCA. (h) The consumer has the right to confidentiality of all records, communications, and personal information. (i) The HCA shall advise the consumer of the agency's policies and procedures regarding disclosure of clinical information and records.

`6 CCR 1011-1 Ch. 26, 5.3(A)(2)(g)-(i)`

The HCA shall inform the consumer or authorized representative, in advance, about the care, method of delivery, and services to be furnished, and of any changes in the care, method of delivery, and services to be furnished, to enable the consumer to give informed consent. (i) The consumer has the right to refuse treatment, within the confines of the law, to be informed of the consequences of such action, and to be involved in experimental research only upon the consumer’s voluntary written consent.

`6 CCR 1011-1 Ch. 26, 5.3(A)(3)(a)(i)`

(iii) The consumer has the right to refuse to change from an in-person method of delivery of services to a telehealth method of delivery. If the consumer refuses telehealth, their services shall continue in person. (b) The HCA shall offer the consumer or authorized representative the right to participate in developing the plan of care, and receive instruction and education regarding the plan.

`6 CCR 1011-1 Ch. 26, 5.3(A)(3)(a)(iii)-(b)`

(4) The consumer has the right to receive prompt care in accordance with the care plan. (5) The consumer or authorized representative has the right to be advised of any changes in billing or payment procedures before implementation.

`6 CCR 1011-1 Ch. 26, 5.3(A)(4)-(5)`

An HCA shall not assume power of attorney or guardianship over a consumer utilizing the services of the HCA, require a consumer to endorse checks over to the HCA, or require a consumer to execute or assign a loan, advance, financial interest, mortgage, or other property in exchange for future services. (6) The consumer or authorized representative has the right to be advised of the availability of the state's toll-free HCA hotline. (a) The consumer also has the right to use this hotline to lodge complaints regarding care received or not received, including implementation of the advance directives requirements. (7) The HCA shall make available to the consumer or authorized representative, upon request, a written notice listing all individuals or other legal entities having ownership or controlling interest in the agency.

`6 CCR 1011-1 Ch. 26, 5.3(A)(5)(c)-(7)`

(8) The HCA shall maintain documentation showing that it has complied with the requirements of this section.

`6 CCR 1011-1 Ch. 26, 5.3(A)(8)`

Within one (1) business day of the start of services, the HCA shall provide the consumer or authorized representative with a notice of the consumer's rights, in the form and manner prescribed by the Department and in a manner that the consumer understands.

`6 CCR 1011-1 Ch. 26, 5.6(B)(1)`

The facility or agency shall develop and implement a policy regarding client rights. The policy shall ensure that each client or, where appropriate, the client's designated representative, has the right to: (A) Participate in all decisions involving the client's care or treatment.

`6 CCR 1011-1 Ch. 2, 7.1.1(A)`

> (B) Be informed about whether the facility or agency is participating in teaching programs, and to provide informed consent prior to being included in any clinical trials relating to the client's care. (C) Refuse any drug, test, procedure, or treatment and to be informed of risks and benefits of this action. (D) Receive care and treatment, in compliance with state statute, that is respectful; recognizes a person's dignity, cultural values, and religious beliefs; and provides for personal privacy to the extent possible during the course of treatment. (E) Be informed of, at a minimum, the first names and credentials of the individuals that are providing services to the client. Full names and experience of the service providers shall be provided upon request to the client or the client's designated representative.
>
> `6 CCR 1011-1 Ch. 2, 7.1.1(B)-(E)`

> (G) Give informed consent for all treatment and procedures. ... (H) Register complaints with the facility or agency and the Department and to be informed of the procedures for registering complaints including contact information. (I) Be free of abuse and neglect.
>
> `6 CCR 1011-1 Ch. 2, 7.1.1(G)-(I)`

> (J) Be free from the improper application of restraints or seclusion. Restraints or seclusion shall be used only in a manner consistent with Part 8 of these rules. (K) Expect that the facility or agency to which the client is admitted, can meet the identified and reasonably anticipated care, treatment, and service needs of the client. (L) Care delivered by the facility or agency in accordance with the needs of the client. (M) Confidentiality of all client records. (N) Receive care in a safe setting. (O) Disclosure as to whether referrals to other providers are to entities in which the facility or agency has a financial interest. (P) Formulate advance directives and have the facility or agency comply with such directives, as applicable, and in compliance with applicable state statute. (Q) Request that an in-network healthcare provider provide services at an in-network facility or agency if available.
>
> `6 CCR 1011-1 Ch. 2, 7.1.1(J)-(Q)`

> The facility or agency shall disclose the policy regarding client rights to the client or the client's designated representative prior to treatment or upon admission, where possible.
>
> `6 CCR 1011-1 Ch. 2, 7.1.2`

> A facility or agency that does not use restraint or seclusion shall include a written statement in its policies and procedures to that effect.
>
> `6 CCR 1011-1 Ch. 2, 8.8.2`

> “Restraint” means any method or device used to involuntarily limit freedom of movement, including but not limited to bodily physical force, mechanical devices, or chemicals. “Restraint” includes a chemical restraint, a mechanical restraint, a physical restraint, and/or seclusion.
> `6 CCR 1011-1 Ch. 2, 1.49`

> “Chemical Restraint” means giving an individual medication involuntarily for the purpose of restraining that individual;
> `6 CCR 1011-1 Ch. 2, 1.10`

> “Mechanical Restraint” means a physical device used to involuntarily restrict the movement of an individual or the movement or normal function of a portion of his or her body. Physical restraints used for fall prevention, including but not limited to raised bed rails, are considered mechanical restraints.
> `6 CCR 1011-1 Ch. 2, 1.36`

> “Physical Restraint” means the use of bodily, physical force to involuntarily limit an individual's freedom of movement;
> `6 CCR 1011-1 Ch. 2, 1.45`

> “Seclusion” means the involuntary placement of a person alone in a room from which egress is involuntarily prevented.
> `6 CCR 1011-1 Ch. 2, 1.51`

Proposed changes

CDPHE has proposed amendments to Chapter 2, General Licensure Standards (eDocket 2026-00434, notice filed September 21, 2026). When we last checked the eDocket, on November 13, 2026, the amendment was still proposed: written testimony closed at 5 p.m. on November 12, 2026, and the Board of Health hearing was set for November 18, 2026. One change would align Chapter 2's definition of restraint (1.49) with the statutory definition in C.R.S. 26-20-101, as amended by HB25-1248: it would add that restraint must not be used as a form of discipline, punishment or to gain compliance, and list what restraint does not include, among them holding a person for one minute or less to protect them or others. The exemptions in 8.2.1 would also be reorganized, and the version CDPHE asked the Board to adopt at the hearing removes the current exemption for holding a person for less than five minutes, so only a hold of one minute or less would fall outside the definition. The requirement in 8.8.2 for an agency that does not use restraint or seclusion to say so in its policies is not changed, and Sample Home Care, LLC's statement in items 24 to 27 stays. When the amendment is adopted, Sample Home Care, LLC will update the definitions in item 25 to match the adopted text and its effective date.

Adopted November 1, 2026 · Next review November 1, 2027