

## ***You Have The Right To Voice Complaints To:***

- ◆ Your family and friends
- ◆ Your resident council
- ◆ Facility staff
- ◆ Your Ombudsman
- ◆ Ohio Department of Health

## ***The Long-Term Care Ombudsman Can Help You:***

- ◆ Understand and exercise your rights
- ◆ Talk to the right person to have your wishes and rights respected
- ◆ Work with the facility to give you the best care and services
- ◆ Find solutions for problems you may have with the home, your family, guardian, or services outside the facility

## ***Your Rights***

Your rights are posted in the facility and you must be given a copy during admission.

For a copy of your rights, ask the facility staff or your Long-Term Care Ombudsman.

## ***YOUR RIGHTS***

When you live in a nursing home or a residential care facility, you keep all your rights and you have additional rights to:

- ◆ Have information
- ◆ Make decisions
- ◆ Have privacy & have visitors
- ◆ Be free from discrimination and restraints
- ◆ Stay in the facility or, if you wish, receive services in another setting that meets your needs

## ***A Long-Term Care Ombudsman helps you:***

- ◆ Understand your rights
- ◆ Resolve problems
- ◆ Make changes in the facility to meet your needs

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This pamphlet has been developed with Ohio's Office of the State Long-Term Care Ombudsman

Ohio Department of Aging  
[www.ombudsman.ohio.gov](http://www.ombudsman.ohio.gov)

Contact Your Local  
Long-Term Care Ombudsman  
***Pro Seniors, Inc.***  
513-458-5518

## **Your Rights in the Nursing Home & Residential Care Facility**

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**Your  
Long-Term Care  
Ombudsman Can  
Help**

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*We help resolve Legal  
&  
Long-Term Care  
Problems*

Local: (513) 458.5518  
Toll-free: (800) 488.6070  
Fax: (513) 621.5613  
TDD: (513) 345.4160

**[www.proseniors.org](http://www.proseniors.org)**

## ***You Keep YOUR Rights***

Now that you live in a nursing home or a residential care facility, you have the same rights you've always had *and a few more*.

### ***This Is YOUR Home***

You have the right to make yourself at home - to have visitors, to have your own belongings, to pursue your own interests. You also have the right to leave, and the right to stay.

### ***This is YOUR Health***

You have the right to know what your health condition is, to decide how you will be cared for and to receive all the care in your plan of care.

### ***This is YOUR Life***

You have the right to be treated with dignity and respect at all times. You have the right to decide how you want to spend your day, when to get up and go to bed, and what you want to do during the day.

## ***You Have the Right***

### ***To Know:***

- ◆ What services are available at what cost
- ◆ How to apply for Medicaid
- ◆ Your medical condition, and treatment plan and other alternatives

### ***To Choose:***

- ◆ Your doctor and other health care providers, including hospice
- ◆ Your care and treatment
- ◆ Your daily routine
- ◆ How to spend your money To visit with family and friends
- ◆ To participate in activities both inside and outside of the facility

### ***To Privacy***

- ◆ In communication - mail, phone, visits
- ◆ While receiving personal care and medical treatment
- ◆ For your personal and medical records

## ***You Have the Right***

### ***To Be Free From:***

- ◆ Abuse & Neglect
- ◆ Discrimination
- ◆ Restraints used against your will

### ***If you are asked to move, you have the right to:***

- ◆ Receive written notice, 30 days in advance, to you and your representative, before discharge, except in an emergency
- ◆ Appeal the discharge within 10 days of receiving notice
- ◆ Assistance in arranging where you will go to live if you leave the facility

### ***The facility must:***

- Tell you in writing the reason for your discharge
- ◆ Inform you how to appeal
- ◆ Inform you that you do not have to leave until your appeal has been heard
- ◆ Arrange an alternative care setting that meets your needs