

## You Have The Right To Voice Complaints To:

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

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

- Know 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

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

- have information
- make decisions
- have privacy and 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.

Your rights are posted in the facility. For a copy, ask the facility staff or the Long-Term Care Ombudsman.

**Ombudsmen can help you resolve problems and make changes in the long-term care facility to meet your needs.**

The Ombudsman Program trains volunteers to visit residents and to help ensure that resident's rights are respected. If you are interested in volunteering, please contact your local Ombudsman office.

## *Your Rights* *as a resident of a* *Nursing Home or a* *Residential Care Facility*



**Ohio's Office of  
the State Long-Term Care  
Ombudsman**

**Ohio Department of Aging  
800-282-1206  
GoldenBuckeye.com**

**Ted Strickland, Governor  
Barbara E. Riley, Director**

**To reach your local office of the  
Long-Term Care Ombudsman call:**

## *You Also Have The Right...*

### **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 *you* agreed to 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.

### **To Know:**

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

### **To Choose:**

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

### **To Privacy:**

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

### **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, directly to you and your representatives before discharge, except in emergencies;
- Appeal the discharge within 10 days of receiving the 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 the 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