



SENIOR SERVICES
Helping Our Elderly Live With Dignity

ELIZABETH AND TAB
WILLIAMS ADULT
DAY CENTER

MEALS-ON-WHEELS

HELP LINE

HOME CARE

LIVING-AT-HOME

SENIOR LUNCH

ELDER CARE CHOICES

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THE RIGHTS OF RESIDENTS IN LONG TERM CARE FACILITIES

Below is a summary of the major points of the 1987 Nursing Home Reform Law and the focus of residents' rights in facilities.

You Have The Right To Be Fully Informed

- To be informed of all services available and all charges for the services
- To have a copy of the facility's rules and regulations
- To have the phone number to the ombudsman program and other advocacy groups that assist residents in long term care facilities
- To have access to the latest state survey of the facility
- To have daily communication in a language understood and the right to assistance with communication if sensory impaired

You Have The Right to Participate In Your Own Care

- To receive adequate and appropriate health care
- To be informed of your medical condition and to participate in the planning of treatment for that condition.
- To be involved, along with a family member or representative, in care planning on a regular basis.
- To refuse medication and treatment
- To be involved with the planning of your discharge
- To review your medical records upon request

You Have The Right To Make Independent Choices

- To know that there are choices available and what they are
- To make personal decisions
- To choose a physician
- To participate in activities in and out of the facility
- To vote
- To participate in the facility's residential council

You Have The Right To Privacy And Confidentiality

- To communicate privately with others either in person or on the phone
- To have mail delivered unopened
- To privacy in regards to personal needs and treatment
- To privacy regarding medical, personal and financial information
- To have access to an employee of the facility who can link you to health, social and legal services

You Have The Right To Dignity, Respect And Freedom

- To be treated with respect and dignity
- To be free from physical and mental abuse
- To be free from physical and chemical restraints
- To have the right to self-determination

You Have The Right To Security For Your Possessions

- To manage your financial affairs
- To file a complaint with the ombudsman program in regards to abuse, neglect or misappropriation of your property

You Have The Right To Remain In The Facility

- To be transferred or discharged for medical reasons, if care is not adequate for your condition, if the health and safety of other residents is endangered by your health status or if you have refused or are not able to pay for services
- To receive a 30-day notice of transfer, the reason for the transfer, the date of transfer and where you will be transferred
- To have the right to appeal the transfer or discharge and be given the name, address and phone number of ombudsman program

You Have The Right To Raise Concerns Or Complaints

- To present grievances for yourself and others in the facility without fear of reprisal
- To encourage efforts by the facility to resolve complaints or issues

The facility must maintain identical policies and practices regarding transfer, discharge and the provision of services for all individuals regardless of payment source.