

## YOU KEEP YOUR RIGHTS

Now that you live in an assisted living home, 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 privacy, 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 access to health care providers of your choice, rehabilitation services as you need them, special diets per your request and activities that interest you.

### THIS IS YOUR LIFE

You have the right to decide how to spend your day, eat meals that are consistent with your needs and beliefs, and pursue activities inside and outside the home.

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## *You Have the Right . . .*

### TO KNOW:

- What services are available and at what cost
- How to request special services
- How to get the treatment and services you need

### TO CHOOSE:

- Your doctor, pharmacy, care coordinator and other health care providers
- To participate in development of your assisted living plan
- Your daily routine
- How to spend your money
- To visit with family and friends
- To participate in activities inside and outside the home

### TO PRIVACY:

- In your room
- 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
- Retaliation
- Restraints used against your will

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## YOU HAVE THE RIGHT TO:

- Live in a safe and clean environment
- Be treated with consideration and respect
- Have your individuality respected
- Have your belongings with you, have their security protected, and have a locked space
- Be notified in advance if the assisted living home wants you to move or wants to terminate your service contract
- To present concerns and recommendations to the assisted living home staff

## YOU HAVE THE RIGHT TO VOICE COMPLAINTS TO:

- Your family and friends
- Others living at the home
- Facility staff
- Ombudsman, Assisted Living Licensing or others

## THE LTC OMBUDSMAN CAN HELP YOU:

- Know your rights
- Talk with the right person to have your wishes and rights respected
- Work with the assisted living home staff 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 assisted living home, including an alternative to living in an assisted living home

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FOR FREE CONFIDENTIAL HELP  
CALL THE OMBUDSMAN  
TOLL-FREE:

**1-800-730-6393**  
**907-563-6393**

## *Your Rights*

When you live in an assisted living home, you keep all your rights, and you gain additional rights to:

- have information
- make decisions
- have privacy and have visitors
- choose your health care providers
- take part in activities inside and outside the home

Your rights are posted in the assisted living home. For a copy, ask the assisted living home staff or the Ombudsman.

## THE LONG TERM CARE OMBUDSMAN

Ombudsmen can help you resolve problems and make changes in the nursing home to meet your needs.

*For free confidential help*

CALL TOLL-FREE  
**1-800-730-6393**  
**907-563-6393**

## *Your Rights as an*

## ASSISTED LIVING HOME RESIDENT



THE LONG TERM CARE  
OMBUDSMAN  
IS YOUR ADVOCATE

*Contact us at:*

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Anchorage, AK, 99503

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LTCO@admin.state.ak.us

## YOU KEEP YOUR RIGHTS

Now that you live in a nursing home, 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 privacy, 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 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.

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## *You Have the Right . . .*

### 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 home

### TO PRIVACY:

- In communication – mail, phone, visits
- While receiving personal care and medical treatment
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### TO BE FREE FROM:

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

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## IF THE NURSING HOME ASKS YOU TO MOVE

### *You can only be moved if:*

- the home can't meet your needs,
- you no longer need nursing home care,
- the health or safety of other residents is endangered, or
- you don't pay for your stay

### *Even then you have rights:*

- the home must tell you in writing the reason for the move, when and where you would go, how to appeal, and that you can stay at least until your appeal is heard.

## YOU HAVE THE RIGHT TO VOICE COMPLAINTS TO:

- Your family and friends
- Facility resident council
- Facility staff
- Ombudsman, Nursing Home Licensing or others

## THE LTC OMBUDSMAN CAN HELP YOU:

- Know your rights
- Talk with the right person to have your wishes and rights respected
- Work with the nursing home 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 nursing home, including an alternative to being in a nursing home

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## *Your Rights*

When you live in a nursing home, 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 nursing home or, if you wish, receive services in another setting that meets your needs.

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

## THE LONG TERM CARE OMBUDSMAN

Ombudsmen can help you resolve problems and make changes in the nursing home to meet your needs.

*For free confidential help*

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## *Your Rights as a*

## **NURSING HOME RESIDENT**



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