

# YOUR RIGHTS AS A LONG-TERM CARE RESIDENT

- To exercise your rights as a resident and as a citizen.
- To voice grievances without fear of reprisal.
- To be free from mental and physical abuse and to be free from chemical and physical restraints.
- To be discharged or transferred only for medical reasons, your own welfare or that of other residents, or for non-payment.
- To have privacy in care and treatment and to associate and communicate privately with persons of your choice.
- To participate in social, religious and community activities; to participate in the resident council.
- To participate in planning your care and treatment.
- To manage your personal and financial affairs; to make choices and independent decisions.
- To keep and use personal belongings as space permits.
- To have security for your possessions.
- To be treated with consideration, respect, and dignity.

Local Ombudsman programs in Colorado are affiliated with the Area Agency on Aging.

Your local Ombudsman Program



Contact Us:

455 Sherman Street, Suite 130  
Denver, CO 80203-4403  
(303) 722-0300 v/tty  
800-288-1376 toll-free  
(303) 722-3619 tty  
(303) 722-0720 facsimile

322 North 8<sup>th</sup> Street  
Grand Junction, CO 81501-3406  
(970) 241-6371 v/tty  
800-531-2105 toll-free  
(970) 241-5324 facsimile

[tlcmail@thelegalcenter.org](mailto:tlcmail@thelegalcenter.org)  
[www.thelegalcenter.org](http://www.thelegalcenter.org)

The Legal Center for People  
with Disabilities and Older People



*Colorado's Protection & Advocacy System*



## Colorado Long-Term Care Ombudsman Program

**A voice  
for residents  
of Nursing Homes and  
Assisted Living Residences**

## WHAT IS AN OMBUDSMAN?

- A person who is concerned with protecting the civil and human rights of elderly persons in long-term care facilities.
- A problem solver and a mediator.
- A resource.
- An objective investigator of complaints.

## WHO CAN USE THE OMBUDSMAN SERVICE?

- Residents in any long-term care facility. This includes nursing homes and assisted living residences for the elderly.
- Friends and relatives of long-term care residents.
- Long-term care staff members and administrators with resident-related concerns.
- The community-at-large.

## WHAT CAN THE OMBUDSMAN DO FOR YOU?

- Provide a place where the long-term care facility resident or family can discuss a problem and receive assistance.
- Help long-term care residents obtain the appropriate legal, social, recreational, physical and emotional services necessary for quality-of-life with dignity.
- Assist long-term care staffs to meet the needs and concerns of those who use their facilities.
- Educate the community about the long-term care system.
- Identify gaps in services provided, report findings and help achieve equitable solutions.
- Advocate for needed improvements in legislation and policies affecting long-term care.



## WHEN DO YOU USE THE OMBUDSMAN?

- To report a problem or concern.
- To learn more about the Colorado Ombudsman Program.
- To seek information about long-term care facilities.

### Or, if you have questions about...

- Facility services or standards.
- Medicare coverage.
- Resident rights.
- Transfer.

## CALL YOUR OMBUDSMAN. WE ARE HERE TO HELP YOU.

There are local representatives of the Colorado Ombudsman Program throughout the state.

Contact your local Area Agency on Aging for the name and number of your local program or call The Legal Center for that number.