

Residents Rights

As a nursing or rest home resident you have the right:

- To be treated with respect and dignity, free from abuse and neglect.
- To have your personal preferences reasonably accommodated.
- To be informed of your rights and responsibilities as a consumer.
- To be free from physical or chemical restraints.
- To examine your own medical or personal records.
- To manage your own personal or financial affairs.
- To know your medical condition and participate in planning or refusing care.
- To privacy in personal matters, medical care, visits and sending or receiving mail unopened.
- To participate in social and religious activities of your choice.
- To be fully informed of any matter relating to your life in the home, including services or charges covered by the daily rate.
- To voice your concerns and problems, along with recommended changes, to facility staff or others.
- To receive 30 days written notice of relocation or discharge, and an opportunity to appeal such a notice.
- To have all reasonable requests responded to promptly.

These are just a few of your rights. For more information about residents' rights, you may contact:

Executive Office of Elder Affairs
State Long Term Care Ombudsman
One Ashburton Place Room 517
Boston, MA 02108

1-800-AGE-INFO (1-800-243-4636)
or 617-727-7750

