

## You Have the Right to Voice Complaints to:

- Your family and friends;
- Your resident council;
- Facility staff;
- An ombudsman; and
- The 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; and
- Find solutions for problems you may have with the facility, 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;
- Have visitors;
- Be free from discrimination and restraints; and
- 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 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.**

Ohio Department of Aging  
[www.aging.ohio.gov](http://www.aging.ohio.gov)

"Ohio Department of Aging is an equal opportunity employer and services provider."

John Kasich, Governor  
Bonnie Kantor-Burman, Director

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**Ohio**

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

The logo consists of the text "Ombudsman Stepping Up For Elder Rights" in a bold, sans-serif font. To the right of the text is a graphic of a staircase with three steps, colored in a dark red or maroon shade. The entire logo is enclosed in a thin black border.

**Ombudsman  
Stepping Up For  
Elder Rights**

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

**1-800-282-1206**

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

### *You Keep YOUR Rights*

Now that you live in a nursing home or a residential care facility, you have the same rights you have 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 and 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 you get up, when you go to bed, and what you do during the day.

## *You Also Have the Right...*

### **To Know:**

- The availability and cost of services;
- How to apply for Medicaid; and
- Your medical condition, treatment plan and alternatives.

### **To Privacy:**

- In communication (e.g., mail, phone calls and visits);
- While receiving personal care and medical treatment; and
- For your personal and medical records.

### **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; and
- To participate in activities inside and outside the facility.

### **To Be Free From:**

- Abuse and neglect;
- Discrimination; and
- 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 you discharge, except in emergencies;
- Appeal the discharge within 10 days of notification; and
- Assist in arranging where you will go to live when you leave the facility.

### **The Facility Must:**

- Tell you in writing the reason for the discharge;
- Tell you how to appeal;
- Inform you that you do not have to leave until your appeal has been heard; and
- Arrange an alternative care setting that meets your needs.