You have the right to voice complaints to:

- Your family and friends
- Others living at the facility
- Your facility staff
- Your ombudsman, Assisted Living Licensure, or other related agencies

THE LONG TERM CARE OMBUDSMAN CAN HELP YOU:

- **Know your rights**
- **Talk with the right person to have your wishes and rights respected**
- **Work with the assisted living facility 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 facility, including alternative residences**

How to contact Ombudsman Services:

State Ombudsman
Senior & Long Term Care/
Department of Public Health and Human Services
PO Box 4210
Helena, MT 59604-4210

Toll Free Numbers:

Citizens Advocate: 1-800-332-2272
Local Ombudsman Program: 1-800-551-3191

All Contacts Are Kept Confidential

Alternative accessible formats of this document will be provided upon request.

If this information has been of value to you, please consider making a tax deductible contribution for the Ombudsman Program to the Montana Aging Services Endowment Fund, PO Box 127, Roundup, MT 59072. Please note "Ombudsman Services" on your gift. Thank You.

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Your Rights as an ASSISTED LIVING FACILITY RESIDENT

THE LONG TERM CARE OMBUDSMAN IS YOUR ADVOCATE

Contact us at:
PO Box 4210
Helena, MT 59604
Telephone:
(406)444-7785
Toll-Free:
1-800-332-2272

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You Keep Your Rights

Now that you live in an assisted living 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 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 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 you want to spend your day, eat meals that are consistent with your needs, and pursue activities inside and outside the facility.

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
- The details of your Resident Agreement and obtain of a copy of it

TO CHOOSE:

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

TO PRIVACY:

- In your room
- In communication — mail, phone, and visits
- While receiving personal care and medical treatment
- For your personal and medical records

TO BE FREE FROM:

- Abuse
- Neglect
- Discrimination
- Exploitation
- Retaliation
- Restraints

If the assisted living facility asks you to move...

You can only be discharged if:

- The assisted living facility is unable to meet your needs
- You require more skilled nursing care than the facility is able to provide
- The health or safety of others is endangered, or
- You fail to meet your financial obligation to the facility

Even then you have rights:
The assisted living facility must notify you in writing the reason for the discharge, when and where you would go, how to appeal the notice.

Certain circumstance may negate you receiving a 30-day discharge notice. Contact your local ombudsman program for further information and assistance.

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