

What type of issues does an Ombudsman handle?

- Residents' Rights
- Quality of Care
- Abuse, Neglect, and Exploitation
- Transfers and Discharges

What are Residents' Rights?

- The **right of citizenship**. Nursing home residents do not lose any of their rights of citizenship, including the right to vote, to religious freedom and to associate with whom they choose.
- The **right to dignity**. Residents of nursing homes are honored guests and have the right to be so treated.
- The **right to privacy**. Nursing home residents have the right to privacy whenever possible, including the right to privacy with their spouse, the right to have their medical and personal records treated in confidence, and the right to private, uncensored communication.
- The **right to personal property**. Nursing home residents have the right to possess and use personal property and to manage their financial affairs.
- The **right to information**. Nursing home residents have the right to information, including the regulations of the home and the costs for services rendered. They also have the right to participate in decisions about any treatment, including the right to refuse treatment.
- The **right of freedom**. Nursing home residents have the right to be free from mental or physical abuse and from physical or chemical restraint unless ordered by their physician.
- The **right to care**. Residents have the right to equal care, treatment and services provided by the facility without discrimination.
- The **right of residence**. Nursing home residents have the right to live at the home unless they violate publicized regulations. They may not be discharged without timely and proper notification to both the resident and the family or guardian.
- The **right of expression**. Nursing home residents have the right to exercise their rights, including the right to file complaints and grievances without fear or reprisal.