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 others

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/DPHHS
PO Box 4210
Helena, MT 59604-4210

Toll Free Number:
1-800-332-2272

All Contacts Are Kept Confidential

To contact your local Ombudsman, call your local Area Agency on Aging toll-free at:
1-800-551-3191

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

You Keep Your Rights

Now that you live in an assisted living facility, you have the same rights you've 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 to 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 wants, 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

TO CHOOSE:

- Your doctor, pharmacy, and other health care providers
- To participate in the development of your service or care 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 used against your will

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

You can only be moved if:

- The assisted living facility can't meet your needs
- You need more skilled nursing care
- The health or safety of other residents is endangered, or
- You don't pay for your stay

Even then you have rights:
The assisted living facility must tell you in writing the reason for the move, when and where you would go, how to appeal, and that you can stay for at least 30 days or until your appeal is heard.