

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 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 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.

How to Contact Us

State LTC Ombudsman

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

Toll Free Number

1-800-332-2272

Your local Ombudsman

All Contacts are Kept Confidential

Your Rights as an Assisted Living Facility Resident



Montana's Long-Term Care Ombudsman is Your Advocate

Working to Provide Education, Assistance and Advocacy to Long-Term Care Residents and their Families in an Effort to Ensure Dignity and Quality of Life.

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If you are a person with a disability and require an alternate, accessible format of this document, please contact (406) 444-4077.

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The Long-Term Care Ombudsman is an Advocate and Can Help You to . . .

- Know your rights and voice your concerns
- Have your wishes and rights respected
- Work with the facility to give you the best care and services
- Find solutions for problems you have with the home, your family, your legal representative, or services outside the facility, including alternative residences



You Have the Right . . .

To Know

- What services are available and at what cost
- How to request special services
- How to get treatment and services you need
- The details of, and a copy of, your Resident Agreement

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 home

To Privacy

- In your room
- In visits, mail and phone
- In your personal care and medical treatment
- Of your personal and medical records

To Be Free From

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

If the Assisted Living Facility Asks You to Move . . .

You Can Only Be Discharged If

- Your needs exceed the level of services provided by the facility
- The health or safety of others is endangered
- You experience a severe cognitive decline and the facility is not licensed to provide such care
- You fail to pay 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, and how to appeal the notice. MOST notices require a 30-day advance notice. There may be certain circumstances that negate your receiving a 30-day discharge notice.

