

Know your rights

Residents of long-term care facilities are entitled to many rights. These include, but are not limited to:

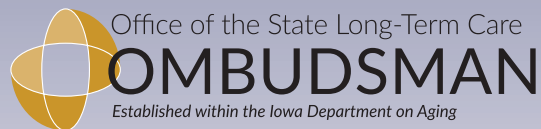
- Being treated with respect and dignity
- Expecting privacy and confidentiality
- Participating in the care planning process and making decisions about treatment
- Making personal choices, including when to go to bed, when to get up and what to eat
- Visiting with others
- Enjoying individual interests
- Expressing concerns without fear of reprisal
- Being fully informed about services and costs
- Being free from chemical and physical restraints, abuse, discrimination and neglect

All services provided by the Office of the State Long-Term Care Ombudsman are confidential and free of charge. Callers may remain anonymous.

**Your State and Local Long-Term Care
Ombudsmen can be reached at:**

866.236.1430

Through advocacy, self-empowerment, and education by the Long-Term Care Ombudsman Program, each resident or tenant in a long-term care facility will be treated with dignity and respect and will have his or her rights honored.

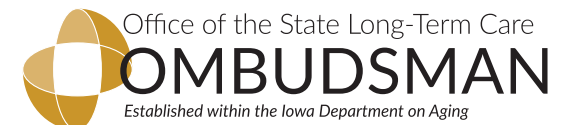


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LONG-TERM CARE Ombudsman





What does a Long-Term Care Ombudsman do?

The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.

In Iowa, the Office of the State Long-Term Care Ombudsman is charged with advocating for the rights and wishes of residents and tenants who live in nursing homes, assisted living programs, residential care facilities and elder group homes. All services provided are confidential and free of charge.

How can your Long-Term Care Ombudsman help you?

Long-Term Care Ombudsmen can:

- Act as advocates for individuals residing in nursing or elder group homes, assisted living programs or residential care facilities;
- Investigate complaints made by, or on behalf of, residents and tenants;
- Serve as a resource for answers regarding long-term care rules and rights;
- Provide information, education, awareness, and training about long-term care options and residents' rights; and
- Promote policy changes to improve the quality of life for individuals in long-term care.

Reasons to Call Your Long-Term Care Ombudsman

- To ask for assistance resolving a concern in a long-term care facility, including nursing or elder group homes, assisted living programs or residential care facilities.
- To learn more about the rights of people living in a long-term care setting.
- To clarify state or federal regulations and facility policies.
- To learn more about your rights when you have a power of attorney, guardianship or conservatorship.
- To obtain assistance with the involuntary discharge or transfer process.
- To obtain information and assistance about a specific topic, such as how to choose a long-term care facility, care planning choices or daily life in a facility.
- To learn about other available resources, including community living options.
- To request a speaker.

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