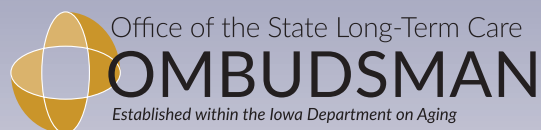


## Residents' rights include, but are not limited to:

- Being treated with respect and dignity
- Being free from abuse and chemical and physical restraints
- Participating in one's own care and treatment
- Being ensured information is being kept confidential
- Managing one's own finances
- Being free to voice grievances, without fear of retaliation
- Being able to associate and communicate privately with any person
- Being able to send and receive personal mail
- Making independent choices
- Being able to apply for state and federal assistance without discrimination
- Being informed of rights, services available and all charges prior to admission
- Being given advance notice of a transfer or discharge

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

# 866.236.1430

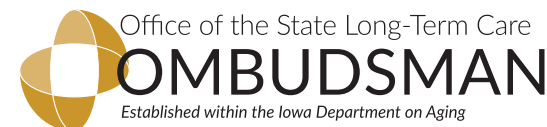


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## RESIDENTS' Rights





## Ensuring the rights of residents/tenants in Iowa

Iowa's Office of the State Long-Term Care Ombudsman is charged with advocating for the rights and wishes of residents and tenants in long-term care.

Resident rights are guaranteed by the federal Nursing Home Reform Law of 1987, which requires nursing facilities to promote and protect the rights of each resident and places a strong emphasis on individual dignity and self-determination.

Iowa has incorporated these rights into state law for residents and tenants who live in nursing homes, assisted living programs, residential care facilities and elder group homes.

## How can your Long-Term Care Ombudsman help you?

The State Long-Term Care Ombudsman has the legal authority to:

- Help residents, tenants and their families and friends understand and exercise their guaranteed rights;
- Investigate and resolve complaints made by, or on behalf of, residents and tenants;
- Provide information and assistance to tenants, residents and family members; and
- Coordinate the Volunteer Ombudsman Program (VOP). VOP volunteers serve as the eyes and ears of residents by conducting visits to monitor assigned long-term care facilities across Iowa.

## Reasons to call your Long-Term Care Ombudsman

- To ask for assistance resolving a concern in a long-term care facility, including elder group homes, nursing or residential care homes and assisted living programs;
- To ask someone to investigate complaints and work to resolve those complaints to the satisfaction of the resident or tenant;
- To obtain information and assistance about a certain topic, such as how to choose a long-term care facility, discharge planning or daily life in the facility;
- 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 seek assistance with the involuntary discharge process;
- To learn about available resources; or
- To request a speaker.

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

**866.236.1430**