



# FACILITY CLOSURE

Struggling with having to move your loved one from a facility? Before, during, and after a closure, you and your loved one will need support to minimize the impact of transfer trauma. Reach out to the Office of the State Long-Term Care Ombudsman at

**866-236-1430**

## Know your rights!

- A written notice of the closure is required.
  - At least 30 days in advance for residential care facilities.
  - At least 60 days in advance for nursing facilities.
  - At least 90 days in advance for assisted living programs.
- You have a choice in your location of discharge.
  - Share preferences with facility staff and request referrals to be sent.
  - Inquire about whether there may be a more appropriate facility or setting to meet your needs.
- All care needs should continue to be met during the closure process, and preferences should be honored to the extent possible.
- You should be invited to attend a facility closure meeting.
- You are welcome to ask questions about anything you may not understand.
- It is important to communicate with the facility regarding referrals and moving plans.

## FACILITY RESPONSIBILITIES

- The closing facility should provide the receiving facility information about you, to include at a minimum:
- Contact information of the practitioner responsible for your care.
  - Resident representative information including contact information.
  - Advance directive information if you have one.
  - All special instructions or precautions for ongoing care.
  - Comprehensive care plan goals.
  - All other necessary information, including a copy of your discharge summary and any other documentation necessary to ensure a safe and effective transition of care.

## BE PREPARED: YOU ARE NOT ALONE

You can be better prepared for sudden or unexpected closures by having a discussion in advance with the facility and your legal representative about your preferences.

- Where would you choose to go?
- Who would help you move?
- What will you take with you?
- Who should you contact for facility follow up if questions or issues arise regarding health care, personal items, finances, or other?



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