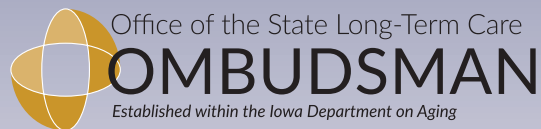


Residents' rights include, but are not limited to:

- 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

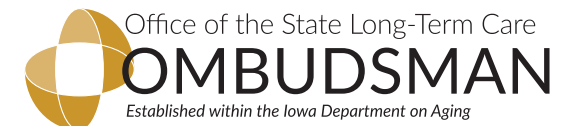


Jessie Parker Building
510 E. 12th Street, Ste. 2
Des Moines, IA 50319
www.iowaaging.gov

866.236.1430

*Civil Money Penalty Quality Improvement Initiative
funds were used for the creation and
distribution of this brochure.*

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.

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866.236.1430