

Residents' Rights: What You Need to Know

As a resident of a long-term care facility, you have rights that are guaranteed and protected by law. These “residents’ rights” support the principles of dignity and respect. Every facility must protect and promote these rights for all residents.

Maintain Dignity and Respect

There are many ways to demonstrate dignity and respect, including:

- Being called by the name you prefer when addressed by staff and visitors;
- Having your room treated as your home;
 - ▶ Staff and visitors must knock and wait for permission to enter.
 - ▶ Persons entering your room should identify themselves and explain the purpose for their visit.
 - ▶ Everyone should ask your permission before opening drawers or closets.
- Being allowed to have your personal possessions, as space allows;
- Sharing your room with a compatible roommate;
- Receiving your medical treatment and personal assistance in private;
- Having staff use the least restrictive devices to assist you;
- Having your personal preferences about the clothes you wear honored; (You should be kept neat and clean, dressed appropriately for the time of day and weather, according to your personal preferences.)
- Having your hair styled according to your personal taste and preferences;
- Being allowed to do things for yourself, regardless of the time it takes;
- Having staff push you forward in a wheelchair, not pull you backwards;
- Not having staff leave you sitting alone and unattended;
- Receiving timely responses to your requests; and,
- Having treatment fully explained and questions answered using words and language you understand.

For more information about these rights, or any other questions or concerns you may have when you are a resident in a long-term care facility, please call, email or visit us online:

1-800-309-3282

Email: LTCOmbudsman@health.mo.gov

Online: health.mo.gov/seniors/ombudsman