

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.

Voice Grievances

You have the right to:

Complain about any aspect of your care or your living conditions; and,

Complain without fear of retaliation. For example, no one may threaten to or do any of the following:

- Withhold food, medicines, or personal belongings from you;
- Deny you privileges or activities;
- Psychologically abuse, humiliate, or make fun of you;
- Refuse to take you to the dining room;
- Refuse to assist you with dressing, feeding, toileting, etc.;
- Not answer your call light; or,
- Discharge you, except as allowed.

You need to know:

The staff person designated to take complaints;

The facility's grievance procedure;

That the facility must respond to your complaint in three days, if you submit your complaint in writing;

You can attend a Resident Council meeting to voice your concerns;

You may ask to talk to an Ombudsman in private; and,

You may report threats or abuse to the Elder Abuse Hotline by calling **1-800-392-0210**, and not fear retaliation.

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