

# Residents' Rights: What You Need to Know

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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.

## Communicate Freely

### You have the right to:

- Receive and send unopened mail;
- Talk to whoever you wish at a mutually convenient time;
- Receive or not receive visitors whenever you choose;
- Use a telephone in private; (If you use a wheelchair or have limited hearing or vision, the phone should be able to accommodate your special needs.)
- Attend a religious service of your choice;
- Attend, participate in, or conduct Resident Council meetings or other resident gatherings without having staff present;
- Talk to your doctor privately on the telephone or in person;
- Be involved in community groups and activities outside of the facility;
- Talk to the state and federal inspection teams;
- Talk to an Ombudsman in private; and,
- Maintain your civil rights, such as voting.

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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](mailto:LTCOmbudsman@health.mo.gov)

Online: [health.mo.gov/seniors/ombudsman](http://health.mo.gov/seniors/ombudsman)