



King County LTCOP
is a program of



What is a long-term care ombudsman?

Ombudsmen are professionally trained, certified staff and community volunteers who advocate for and protect the rights of residents living in nursing homes, adult family homes and assisted living facilities. Ombudsmen visit residents regularly to:

- Provide information about resident rights.
- Listen to problems concerning quality of care and quality of life.
- Clarify and respond to questions raised by residents, families, staff and the community.
- Resolve problems between residents and service providers.
- Help people work together to assure satisfactory service.

This brochure describes a few Washington State laws and regulations that protect the rights of residents in nursing homes, adult family homes and assisted living facilities.

Ombudsman is a Swedish word that means "one who speaks on behalf of another."

We believe...

- Our community has the resources, will and ability to end poverty.
- All people have the right to food, shelter, social justice and opportunities.
- Racism perpetuates poverty. To end poverty, we must undo racism.

We believe that together, we can build a community free from poverty, prejudice and neglect in which all members stand on Solid Ground with the skills and confidence needed to achieve their dreams.

MAILING ADDRESS

1501 North 45th Street, Seattle, WA 98103-6708

INFO & COMPLAINT

206.623.0816

TTY

7.1.1

FAX

206.675.8093

EMAIL

LTCOP@solid-ground.org

PROGRAM WEB

LTCOP.org

AGENCY WEB

solid-ground.org

Reasonable accommodations for disabilities made on request.

A Guide to Resident Rights



*King County
Long-Term Care
Ombudsman Program*

You have greater rights in a long-term care facility

It's a major misconception that you lose your basic civil rights when you move into a long-term care facility. In reality, you keep your rights — and several more are added. They include...

Intent/basic rights

You should have a safe, clean, comfortable, homelike environment to live in and be encouraged and assisted to exercise your rights as a resident and citizen. Your facility is responsible for providing a rights-friendly environment.

Notice of rights & services

You should be informed of your rights and the rules and policies of the facility — orally and in writing — and told of all costs and services available before you are admitted.



Fees & notice disclosure requirements

You should be informed orally and in writing about any charges covered or not included in the basic rate, and any changes that occur during your stay at the facility.

Quality of life/preferences

You should be informed of your health condition and need to approve your Plan of Care. You can participate in social, religious and community activities as much as desired.

Privacy & confidentiality of records

You can refuse any treatment, and your personal and medical records are confidential.

Disclosure, transfers & discharge

You can be transferred or discharged only after written notice is given and only for increased medical needs, safety, non-payment or facility closure. You may also appeal the decision.

Grievances

You may complain — and the facility must make efforts to resolve your grievances.

Funds/financial affairs

You can manage your financial affairs or you can request that the facility hold, safeguard, and account for your funds.

For specific laws & regulations on resident rights, go to:

- www.LTCOP.org
(for Adult Family Homes & Assisted Living Facilities, RCW 70.129)
- <http://apps.leg.wa.gov/WAC>
(for Nursing Homes, WAC 388-97)

Abuse/restraints

You must be protected from mental and physical abuse and chemical and physical restraints.

Personal property/storage space

You must be allowed to use your own clothing and possessions as space permits.

Mail & telephone privacy

You must be provided privacy for telephone calls. Your personal mail must arrive sealed.

Advocacy, access & visitation rights

You must have privacy for visits from family, friends, ombudsmen, State representatives and your individual physician.

Waiver of liability & resident rights

You do not have to sign waivers that release the facility of liability for losses of personal property or injury.