

Your Rights

AS AN ASSISTED LIVING FACILITY TENANT

**The Long Term Care
Ombudsman**

Is Your ADVOCATE

1-800-451-8693

**Aging Services Division
1237 West Divide Ave. Suite 6
Bismarck, ND 58501**

FACILITY COMPLIANCE

1. The Assisted Living Facility must certify that operation of its facility is in compliance with all applicable federal, state, and local laws.
2. An Assisted Living Facility shall display its license(s) in a conspicuous place on its premises.
3. The Assisted Living Facility must notify all tenants and third party payers of the Department's revocation of its license within fifteen days from the date of the final revocation notice.

YOU HAVE THE RIGHT TO VOICE COMPLAINTS TO

- Your family and friends
- Others living at the facility
- Facility staff
- Ombudsman, assisted living licensing or others

The Assisted Living Facility must provide each tenant with written notice of how they may report a complaint, which includes the telephone number of the Department's Senior Info-Line at 1-800-451-8693, and the address of the Aging Services Division of the ND Department of Human Services at 1237 West Divide Avenue, Suite 6, Bismarck ND 58501.

YOUR RIGHTS

When you live in assisted living home, you keep all your rights and you gain additional rights to:

- Have information
- Make decisions
- Have privacy and have visitors
- Choose your health care providers
- Take part in activities inside and outside your home

Your rights are posted in the assisted living commons area. For a copy, ask the assisted living home staff or the ombudsman.

HOW CAN I RECEIVE HELP FROM THE OMBUDSMAN PROGRAM?

If you, an adult family member or a friend lives in an assisted living setting, you may call the Long Term Care Ombudsman Program to receive information or assistance in resolving a problem.

The Long Term Care Ombudsman Program

1-800-451-8693 or 701-328-4601

TDD Number: 701-328-3480

Your confidentiality is respected and protected.