YOUR RIGHTS

- 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. (NDCC 50-10.2)

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.

LONG TERM CARE OMBUDSMAN PROGRAM

1-855-462-5465
701-328-4617
TDD Number 701-328-8968
e-mail: dhsagingombud@nd.gov

DN342 (Rev. 05/16)
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 must 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 North Dakota Aging and Disability Resource-LINK and the address of the Aging Services Division of the ND Department of Human Services.
YOU HAVE THE RIGHT TO BE FREE FROM

- Abuse
- Neglect
- Discrimination
- Retaliation
- Restraints
- Exploitation

YOU HAVE THE RIGHT TO

- Live in a safe and clean environment. (Facility must comply with fire/life safety codes and, when applicable, food establishment inspections.)
- Be treated with consideration and respect.
- Have your individuality respected.
- Have your belongings with you, have their security protected, and have a locked space.
- Be notified in advance if the assisted living management wants you to move or wants to terminate your service contract. (termination criteria of your contract).
- To present concerns and recommendations to the assisted living staff.

YOU HAVE THE RIGHT TO KNOW

- Terms of your assisted living contract
- What services are available and at what cost (The contract must explain the services the Assisted Living Facility offers, the cost of rent and each service specified to the tenant)
- Refund policies
- Rate changes
- How to request individualized support services
- How to get the treatment and services you need

YOU HAVE THE RIGHT TO CHOOSE

- Your doctor, pharmacy, care coordinator and other health care providers
- Your daily routine
- How to spend your money
- To visit with family and friends
- To participate in activities inside and outside the home

YOU HAVE THE RIGHT TO PRIVACY

- In your living area
- In communication-mail, telephone, visits
- While receiving personal care and medical treatment
- For your personal records.