

## 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](mailto:dhsagingombud@nd.gov)

DN342 (Rev. 05/16)

# Your Rights as an Assisted Living Tenant

***THE LONG TERM CARE  
OMBUDSMAN IS YOUR  
ADVOCATE***

**1-855-462-5465**

**Aging Services Division  
1237 W Divide Avenue, Ste 6  
Bismarck, ND 58501**

*Your confidentiality is respected and protected*

## **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.