



**Connection
Matters**
NATIONAL CONSUMER
VOICE FOR QUALITY
LONG-TERM CARE

October is “Residents’ Rights Month!”

This is an annual event to honor residents living in all long-term care settings. It is a chance to celebrate awareness of dignity, respect, and the rights of each resident.

Stay Informed—Resident Rights

Residents are guaranteed rights under state and federal law. These laws require nursing homes to promote and protect the rights of each resident and place a strong emphasis on each person’s dignity and right to make choices about their care and lives.

- ⇒ **Dignity—Including the Right to:**
 - live in a clean, safe place
 - have meals that meet their needs/preferences
 - receive medical and personal care based on their needs and preferences
 - be listened to and spoken to respectfully
 - be free from abuse and neglect
 - have privacy when receiving care
 - be free from chemical or physical restraints
- ⇒ **Know—the Right to:**
 - receive written information about all available services and costs
 - be informed of their health status
 - look at all their records
 - receive notice before their room or roommate has changed
 - be informed of their care plan, at any time
- ⇒ **Choose—Including the Right to:**
 - make their own choices about food, activities, health care
 - choose their own doctor
 - refuse treatment, including drugs
 - decide about end of life care

Stay Informed—Resident Rights

- ⇒ **Participate—Including the Right to:**
 - join resident and family groups
 - send and receive mail unopened
 - use the phone privately
 - have private visits with anyone they choose*
 - attend social, religious, and activities, inside or outside the nursing home*

(*Note—visits may and activities may currently be restricted due to the COVID pandemic.)
- ⇒ **Make Choices About Their Money—Including the Right to:**
 - decide how to spend their money
 - deposit their money wherever they wish
 - use their money to pay for items or services that they request or approve in advance
 - have timely access to their money
- ⇒ **Stay in the Nursing Home—Including the Right to:**
 - not be discharged except for the few reasons allowed by law
 - a 30-day advance written discharge notice and a right to appeal the discharge
 - be safe during a discharge
 - only be discharged to a place that can meet their needs
- ⇒ **Complain—Including the Right to:**

voice their concerns about the quality of their care or violation of their rights without fear of being punished or discharged.

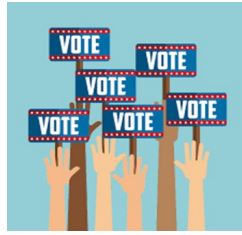
(Note: Rights may be limited, if a person has a court-appointed guardian; however, a resident **always** maintains the right to be treated with dignity and respect.)

The above information was obtained from “**My Rights as a Resident of a Nursing Home**” brochure)
For more information or copies of the brochure, visit MLTCOP.org or email: MLTCOP@meji.org



Exercise Your Right to Vote Nov. 3!

Let your voice be heard—
and encourage your
residents to exercise their
right to VOTE!



For more information, go to the
Michigan Voter Information Center by clicking on the
link: <https://mVIC.sos.state.mi.us/Home/Index>

Tips for Promoting Residents' Rights

- ✓ Educate residents and their families about their rights.
- ✓ Talk to your co-workers about resident rights.
- ✓ Build relationships with your residents.
- ✓ Help empower residents by increasing their ability to help themselves.
- ✓ Be a part of promoting a sense of community within your nursing home.
- ✓ If you are able to, encourage residents to share their ideas and voice their concerns.

Source: National Citizens' Coalition for Nursing Home Reform, Nursing Home Residents' Rights Project, 1828 L Street, NW, Suite 801, Washington, DC 20036

Free Activity Book for Residents!

Please click on the link below for a free,
downloadable

Staying Connected
Enrichment Activities
booklet for residents!

[https://theconsumervoices.org/
uploads/files/events/
Activity_Book.pdf](https://theconsumervoices.org/uploads/files/events/Activity_Book.pdf)



To Report Abuse, Neglect, or Exploitation

Of a nursing home resident by a staff member:
Call **LARA: (800) 882-6006**

Of an older adult living at home, in assisted living, adult foster care, home for the aged, or a nursing home, by anyone who is *not* a staff member:

Call **Adult Protective Services: (855) 444-3911**

If you think a crime has occurred: Call your local police/sheriff department (and LARA)—If the danger is immediate, call 911

To all of you who go the extra mile
to care for your residents...



For More Information

Long Term Care Ombudsman: (517) 394-3027
Tri-County Office on Aging: (800) 405-9141

The *Michigan Elder Justice Initiative (MEJI)*'s
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Written by: **Tammy Cordes**
Michigan Elder Justice Initiative
15851 South U.S. 27
Lansing, MI 48906
517-827-8030

Questions or comments? Contact **Tammy Cordes**
at: tcordes@meji.org

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