

Bill of Rights

for residents of nursing homes

You, as a long-term care resident, have the right to:

- Be treated courteously, fairly, and with the fullest measure of dignity;
- Freely and privately send and receive mail, have access to a telephone, receive visitors during visiting hours, and conduct overnight visits outside the facility;
- Use personal clothing and possessions as space permits;
- Participate in social, religious, and community activities that do not interfere with the rights of others;
- Organize and participate in resident and family councils in the facility;
- Manage your own financial affairs and be informed of the cost of services;
- Receive adequate and appropriate health care and support services;
- Choose your own physician and pharmacy;
- Be informed of your medical condition and participate in the planning of treatment, including the right to make an informed decision to refuse treatment;
- Receive treatment and care for personal needs in private;
- Be free from abuse, corporal punishment, extended involuntary seclusion, and physical and chemical restraints except those ordered by a physician, or in an emergency;
- Present grievances and recommend changes in policies and services without fear of retaliation; and
- Receive a written notice 30 days prior to relocation or termination of residency for certain permitted reasons, and an opportunity to challenge such a notice.



*If you have questions about your rights, contact the
Long-Term Care Ombudsman Program toll free at*

1-888-831-0404

Services are free and confidential.

**For information on volunteering visit us online at
ombudsman.elderaffairs.org**

Florida's Long-Term Care Ombudsman Program is housed within the Florida Department of Elder Affairs.



**FLORIDA
OMBUDSMAN PROGRAM**
ADVOCATING FOR QUALITY LONG-TERM CARE