This is a brief summary of residents’ rights when a facility intends to close.

For more information or assistance by an Ombudsman, please call 1-800-815-0015.
You have the right to:

- Be appropriately informed in advance of the closing of the facility
- Be notified of any changes that may affect you
- Attend and participate in relocation or discharge planning meetings
- Be provided information on alternative living arrangements and the options available
- Visit other facilities to help you better decide where you’ll live
- Be informed of and assessed for eligibility for funding and supports to either safely return to live in your home or to another location within your community
- Be given advanced notice of and be actively involved in your discharge planning
- Have a review if you disagree with your discharge decision
- Have representation by an Ombudsman, your Care or Case manager, or a legal representative without fear of retaliation
- Expect to receive the care and treatment that you need during the closing process
- Continue to attend and participate in facility and community social programs
- Meet with the facility staff to express your concerns, explore placement options or vent your frustrations
- Expect that your rights, while a resident of this facility, will not be violated

How can an Ombudsman Help?

A Long Term Care Ombudsman Can Help by:

- **Discussing** with you and providing you information about long term care, in general, or helping you research a particular service or facility.
- **Speaking for** your interests throughout the closure and advocating on your behalf.
- **Accompanying** you to discharge planning meetings to advise you and support you in your choices for where to move.
- **Consulting** to help you, your family, and the facility to avoid and resolve problems before they become crises.
- **Investigating** complaints with the facility and suggesting solutions.
- **Protecting your rights** and assisting you with your relocation efforts as the facility closes.