

**Serving Residents
Aged 60 and over**

**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.**



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015
website longtermcare.wi.gov
email boaltc@wisconsin.gov

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Should Your Facility



You Still Have Rights!



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.