

Self-Determination

You have the right to:

- Be offered choices and allowed to participate in decisions important to you
- Expect a reasonable accommodation of your needs and preferences
- Participate in the planning of your care and services, and to receive care and services in a way that respects your personal and cultural wishes
- Request, discontinue or decline care and treatment
- Choose your health care provider
- Independently choose a representative to make your health care and financial decisions if you are unable to do so
- Be kept informed of your medical and financial conditions, if you choose to let someone else manage them for you
- Be included in all decisions, even if you are under guardianship or an activated advance directive



Based on your rights to **Dignity and Self-Determination**, these assurances promote your **Independence and choices regarding your Quality of Life.**



The Board on Aging and Long Term Care Ombudsman Program serves persons aged 60 and over. For information on how a Long Term Care Ombudsman can assist you with protecting and exercising these rights, please contact:

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

State of
Wisconsin
Board on
Aging and
Long Term
Care

You Have
Rights

As a resident or tenant of a licensed or certified Wisconsin long term care facility, you have rights guaranteed to you by state and federal laws.

Ombudsman Program
1-800-815-0015

Dignity

You have the right to:

- Be treated as an individual, with consideration, respect and dignity
- Exercise your rights without coercion, interference or retaliation
- Be free from all forms of abuse, including psychological and verbal
- Be free from humiliation, harassment or threats
- Be free from chemical and physical restraints
- The quality of life of your choice

Privacy

You have the right to:

- Privacy during care of your personal needs and treatments, including freedom from being photographed or taped without your permission
- Confidential protection of your financial, personal and medical information
- Private and unrestricted visits and communications with any person of your choice
- Send and receive mail or messages without interference
- Speak privately with an ombudsman or other advocate about your concerns



Grievances

You have the right to:

- Voice grievances without discrimination or retaliation
- Expect the facility to promptly investigate and try to resolve your concerns, and to provide information back to you about your complaint
- Contact the Ombudsman or any advocacy agency for any reason, and without having to go through facility-based channels first
- File a complaint with the state survey agency or any other regulatory body

Access

You have the right to:

- Quality care provided by appropriately trained caregivers
- Receive or refuse visitors of your choosing, at any time
- Participate in social, religious and community activities inside and outside the facility
- Keep and use your personal possessions and to have belongings handled with respect
- Organize and participate in a Resident/Tenant Council, and for your family to organize and participate in a Family Council, with your permission
- Vote
- Look at your records and receive copies at a reasonable cost
- Have access to any personal funds held for you by the facility or by a person designated by you
- Read the results of the most recent State or Federal survey and the facility's plan to correct any violations
- Contact and speak privately with your ombudsman, the state survey agency, your attorney, any state or local government official, or any advocate or agency of your choosing

Notification

You have the right to:

- Be informed, both orally and in writing, and in a manner that you understand, of your rights and the facility's rules before admission and during your stay
- Be informed of the services available and any related charges, and advance notice of changes in services and charges
- Be informed of and receive assistance in accessing the full range of available government benefits
- Be informed in advance about available care and treatment options, including all benefits and risks to choosing or declining options
- Receive notice in advance of any plans to change your room or roommate, and the opportunity to participate in choosing a new room or roommate

Transfer or Discharge

You have the right to:

- Remain in the facility unless there is a valid, legal reason for your transfer or discharge
- Receive in advance a discharge notice and discharge planning according to the licensing requirements of the facility
- Receive information about your right to appeal any transfer or discharge, including contact information for the Long Term Care Ombudsman
- Not be discharged while an appeal is pending
- Participate in planning and receive assistance to assure a safe transfer
- A written notice of your bed hold rights if your transfer is temporary, such as for hospitalization or therapeutic leave