



Know Your Rights

Receive Visitors

You have the right to have visitors and to say no to visitors.

When you live in a long-term care setting, visitors can give you emotional, physical and spiritual support.

When you don't see your loved ones, you can experience social isolation. This can cause depression, anxiety and distress.

You decide who can and cannot visit. Other people do not make that decision for you.

There may be special instances when facilities may limit a person's visits. If this happens, contact your regional ombudsman.

Who can visit? You decide!

People who visit might include:

- Family and friends
- Faith leaders
- Resident representatives
- Service providers
- State surveyors and ombudsman
- Health care providers

Things to Think About:

1. Who do you most like to visit?
2. What support do these visitors give you?
3. If your visitors cannot visit in person, can you visit with them in another way?

Contact the Office of Ombudsman for Long-Term Care

Phone: 651-431-2555 Toll-free: (800) 657-3591 Website mn.gov/ooltc

Match the descriptions

1. Who chooses whether you can accept a visitor?

A. Not enough visitors

2. Who can you call for help if you were denied visitation?

B. Chapel, activity room, empty office, your room

3. Where are some places you can visit in private?

C. You (the resident)

4. What can lead to increased risk for depression, anxiety, and distress?

D. The Minnesota Office of Ombudsman for Long Term Care

Answer Key: 1. C | 2. D | 3. B | 4. A