



Know Your Rights

Access to Technology & Communication Privacy

You have the right to use devices and communicate privately with the people you choose.

You can choose who you communicate with. You can choose to communicate in a variety of ways. You may:

- Send and receive unopened mail without delay.
- Have a private telephone call or video chat. The facility must provide access to a telephone if you do not have one.
- Use the internet, but you may have to pay for the service.
- If you have difficulty using a traditional telephone, look into the MN ACT program for assistance with communication technology.
 - Minnesota Access to Communication Technology (MN ACT)

Types of technology:

- Phones, tablets, and computers including apps
- Wearable devices (smartwatches, health trackers, emergency alert devices)
- Televisions, and smart home devices (Alexa, speakers, doorbells)
- Assistive technology (communication boards, video relay services, microphones, and more)

Things to Think About:

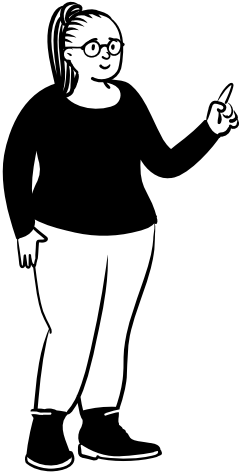
1. What is the best way for you to stay connected with friends and family?
2. Do you need help to use your devices?

Contact the Office of Ombudsman for Long-Term Care

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

Right or wrong?

Read these descriptions and then circle “right” if you think this story respects residents’ rights, if it doesn't, circle “wrong”



1. Bob gets his mail; one of the envelopes is opened.

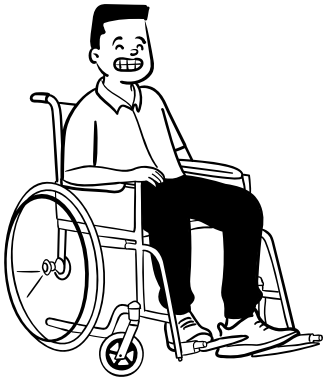
Right or wrong? Why?

2. Staff doesn't let Lou use the facility's resident phone to call their daughter.

Right or wrong? Why?

3. Staff helps set up a video call for Tom and his doctor.

Right or wrong? Why?

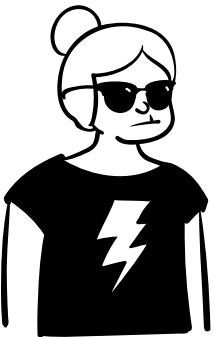


4. Estelle wants to use her smartwatch to monitor her heart rate when she exercises, but the nurse tells her this is not allowed.

Right or wrong? Why?

5. Barb wants to send an email to her sister; staff helps her connect to Wi-Fi on her laptop.

Right or wrong? Why?



6. Carlos wants a personal emergency alert device to wear, but the facility only allows the room call light.

Right or wrong? Why?

Answer key: 1. wrong 2. wrong 3. right 4. wrong 5. right 6. wrong