



Know Your Rights

Person-Centered Care and Services

Services are based on your identity, culture, likes, dislikes, and goals.

Your Rights:

- The law requires respectful and culturally responsive care tailored to you.
- The law protects you from discrimination. Staff must respect your beliefs, background, disability, language and identity.
- Staff should plan and deliver your care in a way that respects your daily schedule, goals, values, and traditions

The facility staff must listen to your preferences

Your Community Must:

- Listen to you, involve you in decisions, and treat you as a partner in your care.
- Provide services that honor your dignity, comfort, independence, and choices.

Things to Think About:

1. Have you reviewed your care plan?
2. Have you provided feedback about your care plan?
3. What's something about yourself that you want staff to know?

Contact the Office of Ombudsman for Long-Term Care

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

This is me

Help your care team get to know the real you! Use the prompts below to create a page about who you are and what's important to you by filling in the blanks.

My name is:

I prefer to be called:

My favorite people are:

My perfect day starts with:

I love listening to:

A phrase I often say is:

What helps me feel calm:

One thing I am proud of is:

Something important about my culture is: