



Know Your Rights

Introduction to the 'Know Your Rights' Series

All people who live in skilled nursing facilities and assisted living facilities have rights under federal and state law. The *Minnesota Bill of Rights for Assisted Living Residents* and the *Combined Federal and State Bill of Rights Nursing Facilities* list many residents' rights.

About the series:

- Collection of summaries of the Bills of Rights for nursing home and assisted living residents.
- Explains resident rights in simple, real-life terms.
- Series includes 24 rights to make a two-year cycle if you review one page per month. We suggest starting in January.
- Numbered to match specific months, with #1 in January, but can be used in any order.

Fill out our feedback form by scanning the QR code:



Features & Best Practices:

- Clear explanations of resident rights.
- Activities and discussion questions to make rights meaningful. Can use in a group or alone.
- Review a 'Know Your Rights' at each resident council meeting.

Find complete resident rights at the Minnesota Department of Health.

health.state.mn.us/facilities/regulation/billofrights/index.html

Contact the Office of Ombudsman for Long-Term Care

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

Check it off!

Use this list to keep track of when each topic is presented.

# Topic	Date	# Topic	Date
1 Resident Rights		13 Planning and Implementing Care	
2 Dignity and Respect		14 Receive Appropriate Care and Services	
3 Self-Determination		15 Safe Environment	
4 Voice Grievances		16 Technology and Communication Privacy	
5 Meaningful Activities		17 Dining: Food, Nutrition, & Preferences	
6 Be Informed		18 Participate in Care and Service Planning	
7 Contact Help		19 Inclusive Person-Centered Care and Services	
8 Organize and Participate in Resident Councils		20 Privacy	
9 Homelike Environment		21 Refuse Care	
10 Vote		22 Finances, Fees, and Records	
11 Receive Visitors		23 Legal Council and Advocacy	
12 Electronic Monitoring		24 Identification of Provider and Choice	

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Know Your Rights

Residents' Rights

In Minnesota, all people receiving long-term care services have legally protected rights.

All people have rights protected under the United States and Minnesota Constitution. When you live at a nursing home or assisted living you keep your rights. You also have additional “resident rights”.

These resident rights are meant to empower residents. By knowing your rights, you protect good quality of life and promote good quality care.

Resident rights were put into place in 1987.

These laws guarantee your rights:

Nursing home: The federal Nursing Home Reform Law, Federal law and State law
Assisted Living: Minnesota Statute 144G and Rule 4659.

You should have received a copy of your resident bill of rights when you moved in. You can ask for another copy or find a copy online:

health.state.mn.us/facilities/regulation/billofrights/index.html

Things to Think About:

1. Have you received a copy of your resident bill of rights?
2. How can you exercise your rights as a resident?
3. How can your community support a better understanding of your rights?

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Trivia

Test your knowledge and learn more about resident rights.

1. The federal Nursing Home Reform Law was passed in 1987. Guess what year the Minnesota Assisted Living Licensure passed.
 - a) 1990
 - b) 2019
 - c) 2023
2. If you are making a written complaint, what right are you exercising?
 - a) Right to control resources
 - b) Right to file grievances
 - c) Right to come and go freely
3. When can you receive a copy of your resident rights?
 - a) When you request a copy
 - b) Upon admission
 - c) All the above
4. In which area is a Long-Term Care facility **NOT** required to provide a list of resident rights?
 - a) On the back of the door to the resident's room
 - b) In the admission packet
 - c) In a place readily accessible to residents, family members, and legal representatives of residents

Answers: 1=B, 2=C, 3=C, 4=A



Know Your Rights

Dignity and Respect

You have the right to maintain dignity and respect and receive courteous treatment.

- Staff must treat you as an individual. They must respect your privacy and choices.
- Staff should speak to you kindly. They should not embarrass, intimidate, abuse, or neglect you.
- You can help to make decisions about your care and daily life.
- Staff working with you must recognize and respect your likes, dislikes, values, and culture.

**“Dignity in care”
isn’t just a
phrase- it’s a
daily practice.**

Things to Think About:

1. What does dignity mean to you?
2. What does it mean to be treated with respect?
3. Do you feel comfortable asking staff for help?

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Word Search

Find and circle the following words about the right to dignity and respect. Words may appear forward, backward, up, down, or diagonal.

C	H	O	I	C	E	Y	D	V	O	R	P	S	I
C	O	N	S	I	D	E	R	A	T	I	O	N	I
P	R	E	F	E	R	E	N	C	E	S	E	H	T
D	T	T	A	I	L	F	R	E	E	D	O	M	N
R	A	E	K	I	L	E	M	O	H	N	E	E	Y
N	B	T	E	R	M	P	O	L	I	T	E	M	T
I	N	D	I	V	I	D	U	A	L	I	T	Y	I
T	N	E	D	I	S	E	R	C	L	E	R	E	N
M	R	O	O	M	M	A	T	E	S	D	S	R	G
O	I	R	I	G	H	T	S	O	S	I	N	I	I
T	R	H	C	O	N	S	E	N	T	P	T	C	D
O	G	C	C	Y	E	T	N	C	I	E	E	E	C
T	G	R	N	O	I	T	C	E	H	E	O	C	E
R	O	M	B	U	D	S	M	A	N	F	M	R	T

Choice

Consent

Consideration

Dignity

Freedom

Homelike

Individuality

Roommate

Ombudsman

Polite

Preferences

Resident

Respect

Rights



Know Your Rights

Self-Determination

You control your own life. You have the right to self-determination.
The facility must support your choices.

- You get to make decisions about your care, routine, and daily life.
- You have the right to choose!
You can choose your activities, your daily schedules, and your health care providers.
- You get to choose which activities you want to do.
- You can also choose to manage your own finances.
- You can make many other decisions for yourself. This could include with whom you spend your time.

Practice!

Remind staff to listen and respect your choices, even if they are different from what they may choose.

Things to think about:

1. What is a choice in your daily routine that you make?
2. Do you have hobbies or activities you enjoy that you would like to see offered in your facility?

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Grievance Word Search

Find and circle the following words about the right to self-determination. Words may appear forward, backward, up, down, or diagonally.

R	E	S	I	D	E	N	T	R	I	G	H	T	C
E	G	I	S	I	N	I	N	L	C	E	D	S	S
T	A	T	P	C	O	R	O	A	O	I	C	C	E
N	N	A	R	C	O	S	I	I	C	I	S	A	V
I	A	I	E	D	M	E	T	C	O	N	C	I	I
I	D	E	F	C	B	I	A	N	U	E	H	I	S
E	E	H	E	H	U	T	N	A	N	T	E	M	I
I	E	O	R	O	D	I	I	N	C	T	D	I	T
F	D	N	E	I	S	V	M	I	I	O	U	T	O
C	D	I	N	C	M	I	R	F	L	F	L	E	R
F	N	E	C	E	A	T	E	E	D	S	E	C	S
S	I	N	E	T	N	C	T	C	S	N	S	E	P
S	S	E	I	U	H	A	E	M	I	T	T	R	I
R	N	C	D	H	S	C	D	E	E	U	M	P	F

Ombudsman

Determination

Choice

Visitors

Activities

Financial

Preference

Council

Resident right

Schedules



Know Your Rights

Voice Grievances

You have the right to voice grievances (complaints) to the facility without fear or worry.

Every facility must have a formal way for you to share your concerns with staff. This can be called “filing a grievance.”

The facility must:

- Choose a staff person to handle grievances.
- Make grievance forms available.
- Allow you to file grievances without sharing your name.
- Allow you to share grievances verbally or in writing.
- Provide contact information for other agencies like the Minnesota Department of Health and the Office of Ombudsman for Long-Term Care.

Some reasons you may file a grievance

- You are not getting the kind of care you need.
- Staff are not following your wishes.
- You have long call light wait times.
- You have any other concerns.

Submitting a grievance gives you a written record of your concerns and the facility’s response.

Things to think about:

1. Where can you find a grievance form?
2. How will you follow up if you don’t get a response?

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Treasure Hunt

1. Find a copy of the grievance procedure.

Where is it posted? _____

2. Do you have a copy of your admission paperwork? If you don't have a copy, request one! Look for information on grievances in the paperwork.

Did you find it?

☐ yes ☐ no

3. Find out who the designated staff member is.

Assigned staff member: _____

Where in the building is this available? _____

4. Find out when the next resident council meeting is.

(Hint: it's usually on the activities calendar)

Council date and time: _____



Extra credit: Where is the ombudsman contact information?



Know Your Rights

Meaningful Activities

You have the right to choose how you spend your day.

- **Choose your activities** — You decide what events you want to take part in. You can pick individual activities and group events.
- **Stay connected to the community** — You can decide to do things outside the building, such as go to church, volunteer, or visit friends and family.
- **Have visitors** — You can meet with and receive visitors of your choice. Your visits must respect others' privacy and safety.
- **Set your own schedule** — You can make your own daily choices about when to wake up, eat, and participate in activities.
- **Be free from interference** — Staff must support your right to take part in the activities and relationships that matter to you. They cannot restrict your relationships or activities.

Do you have a good idea? Share your thoughts with staff!

Things to Think About:

1. What does an ideal activity calendar look like to you?
2. Is there an interest/hobby that you would like to do?
3. What holidays or events would you like to see observed in your community?

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Activity Match

Review your community's activities calendar for the upcoming month. Put a checkmark by the activities that are listed.

Circle the activities you would want to attend.



Fitness activity



Cards



Resident council



Musical performance



Community outing



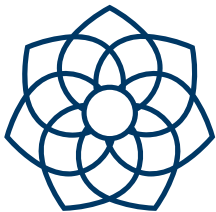
Book club



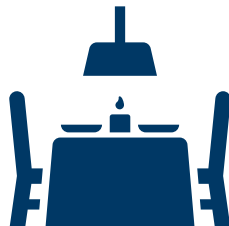
Group activities



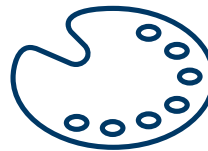
Discussion group



Spiritual program



Social club



Artistic activity



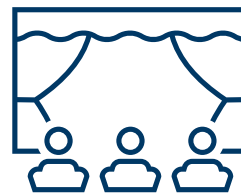
Party



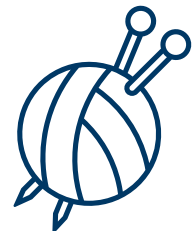
Musical Activity



Outdoor outing



Feature film



Crafting group



Community service event



Learning opportunity



Intellectually stimulating activity



Baking group



Know Your Rights

Be Informed

You have the right to receive information about your rights in a language and a way you understand.

Federal and state laws protect your rights when you live in long-term care.

The purpose of the Resident Bill of Rights is to:

- Promote quality of life
- Ensure you are treated with respect and dignity.
- Safeguard against mistreatment and neglect.

Facilities must make policies that promote the Resident Bill of Rights. They must explain the policies to you before you receive services, usually when you move in.

You have the right to ask for the bill of rights in a way that you can understand it.

You can find different versions of the bill of rights here:

health.state.mn.us/facilities/regulation/billofrights/index.html

Things to Think About:

1. What support do you need to understand your rights?
2. What part of the bill of rights is important to you?

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Fill in the Blank

Here are some key "Know Your Rights" in long-term care. Fill in the blank spaces below using the phrases in the word-bank to complete the sentences.

Word Bank:

Social participation

Dignity and respect

Safety and security

Self-determination

Quality of life

Voice grievances

Information access

1. _____: To be treated with consideration and respect, including privacy for personal care and communication.
2. _____: To receive adequate, appropriate care tailored to your needs, regardless of payment method.
3. _____: To make choices about schedules, meals, and medical treatment, and to refuse medication.
4. _____: To review your medical records, receive information about your care in an understandable language, and see facility survey reports.
5. _____: To be free from physical or chemical restraints and to have personal belongings protected.
6. _____: To complain or report issues without fear of retaliation.
7. _____: To participate in resident councils, go on leave, and have visitors.

Answers: 1= Dignity and respect, 2= Quality of life, 3= Self-determination, 4= Information access, 5= Safety and security, 6= Voice grievances, 7= Social participation



Know Your Rights

Contact Help

You have the right to talk to staff at your facility if you need help. A facility can not stop or discourage you from communicating with federal, state, or local officials.

People in the facility you can talk to about concerns:

All staff who work with you should be able to help with your concerns. You can also talk to any of the following:

- Social Worker/Social Services
- Nurse Manager/ Head Nurse
- Administrator/Executive Director
- Activities/ Life Enrichment Staff
- Any trusted staff
- Resident Council President/ or member
- Your chosen representatives
- Regional Ombudsman (throughout the state)
- Certified Ombudsman Volunteer (in some locations)

Who can help:

- Office of Ombudsman for Long-Term Care
- Minnesota Adult Abuse Reporting Center
- Office of Ombudsman for Developmental Disabilities and Mental Health

Contact information can be found on the back.

Things to Think About:

1. Do staff take your concerns seriously?
2. Who is your trusted staff member?
3. Are resources posted in your building? Where?

Contact the Office of Ombudsman for Long-Term Care

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Scavenger Hunt

Find the contact information for:

1. The social services department _____
2. The director of nursing _____
3. The administrator _____
4. The activities director _____
5. Your nurse manager _____
6. The resident council president _____

The **Office of Ombudsman for Long-Term Care** can help you when you have concerns about the quality of your care and services. To contact the Office of Ombudsman for Long-Term Care, call **1-800-657-3591** toll free or **651-431-2555**.

Minnesota Adult Abuse Reporting Center (MAARC) accepts reports of suspected abuse, neglect and financial exploitation 24 hours a day. Call toll free at **1-844-880-1574** to make a report.

The **Office of Ombudsman for Developmental Disabilities and Mental Health** can help solve problems for residents with developmental disabilities, mental health, and chemical dependency. Call **1-800-657-3506** to reach the Office of Ombudsman for Developmental Disabilities and Mental Health.



Know Your Rights

Organize and Participate in Resident Council

Meetings give you the chance to talk with other residents. You can discuss resident rights and provide input on ways to improve your care.

Your Facility Must:

Provide space and privacy

- Respect meeting privacy. Provide a separate space if possible.

Provide a staff person

- Choose a staff person to help. A council must approve the person.

Consider views

- The facility must think about the council's recommendations.

Promote awareness

- Support residents so they know about the meetings.

Respond promptly

- Follow up with the council's recommendations.

There is no right or wrong way to run a council meeting. This is a space and time for you!

Things to Think About:

1. What are some benefits of being involved in resident council?
2. Why do you go to resident council meetings?
3. What is working well? What is not working well?

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Council Reflection Questions

Use the following questions to get to know each other better and have a stronger council.

1. Where is your community's resident council meeting?
2. How does your community share information about your resident council?
3. How does your community tell new residents about the resident council?
4. How much staff involvement and support does your resident council want? What kind of support do you want?
5. If your resident council wants a response from the administration, what will that look like?



Know Your Rights

Homelike Environment

You have a right to live in an environment that is clean, comfortable and feels like home.

You have the right to:

- Furnish and decorate your room with personal belongings.
- Choose a roommate when sharing a room.
- Have and use a lockable door if you live in Assisted Living.
- Have someone to clean and fix things to keep a neat and orderly environment (housekeeping and maintenance).
- Private space for personal belongings in each room. Adequate lighting levels.
- Comfortable sound levels.
- Safe and comfortable room temperatures.

“Home is where we should feel secure and comfortable.”

*Helen Rowland,
journalist*

Things to Think About:

1. What does “homelike” mean to you?
2. What are your most cherished belongings?
3. How has the meaning of home changed throughout your life?

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Fill in the blank

Use your creativity: When you think of home, what comes to your mind? These could be words, images, items, sounds, smells, feelings, and/or memories. *Example: the quilt your mom made for you, the sound of windchimes, the smell of ground coffee.*



Look like



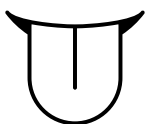
Smell like



Feel like



Sound like



Taste like



Know Your Rights

Voting

Residents of long-term care facilities keep their basic right to vote.

Staff should help you exercise your right to vote. This could include helping you to:

- Register to vote.
- Request an absentee ballot.
- Plan for transportation to polling locations.
- Ask if an election judge will visit your facility before the election.

Ways to vote:

- On election day at your polling place.
- Through an “agent” or trusted person to deliver your absentee ballot.
- By absentee ballot.

Your vote matters!
Get organized and
plan ahead!

Things to Think About:

1. What is your facility’s current system to promote and protect voting access?
2. Do you need help voting?
3. Who do you trust to help you vote?

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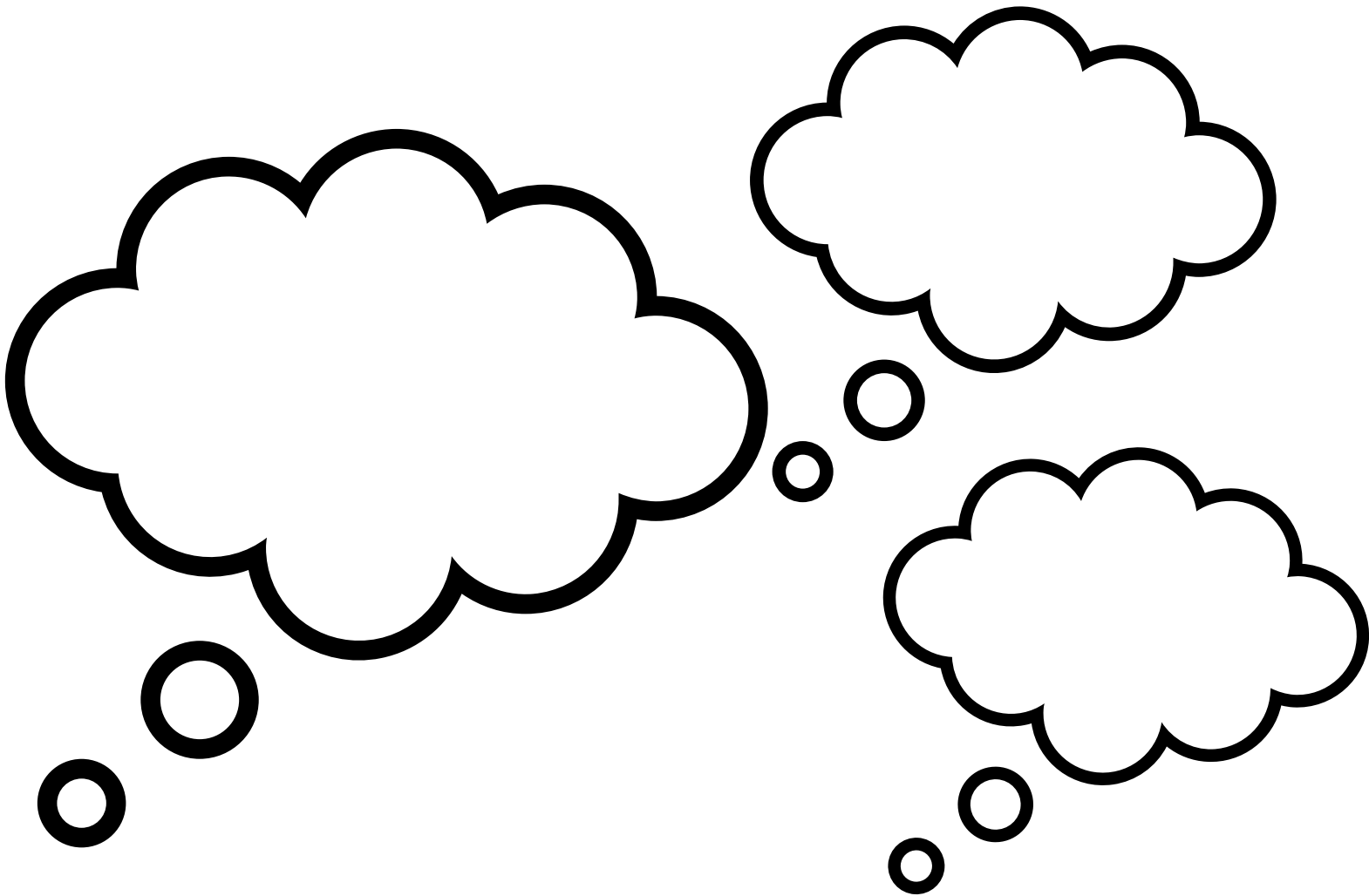
Remember when..

Think about your election day memories.

What was your first voting experience like?

What was the most memorable election you participated in?

What issues are important to you in this year's election?



- ☐ Think about inviting candidates to visit your community.
- ☐ Voters who have a guardian keep the right to vote unless the court restricts that right.
- ☐ You can find more information at the Office of the Minnesota Secretary of State by calling 1-877-600-VOTE or visiting: <https://mnvotes.gov>.



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?

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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



Know Your Rights

Electronic Monitoring

You have the right to install a camera in your room or apartment.

Minnesota law uses the words “electronic monitoring” to mean video and/or audio recording. Usually, people use a video camera. You have the right to put one in your space.

Where do I start?

1. You (or your representative) must sign a consent form.
2. If you have a roommate, they (or their representative) must also sign a consent form.
3. Complete the form and share it with the facility.
- If you're concerned about telling the facility, see the back for more information.

Things to think about:

- Are you comfortable with the person who can view the images the camera may record?
- What is your goal in placing the camera?
- Where would you place the camera? Would you want private space away from the camera or types of care not to be shown?
- Do you want the camera turned off sometimes?
- Would you prefer just video, just audio or both?

The decision to use an Electronic Monitoring device is yours.

All consent forms can be found at:
mn.gov/ooltc/residentandfamilyresources/electronicmonitoring

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More to know

What if I don't want to tell the facility about the device?

- You can set up and use a camera for up to 14 days without telling the facility. However, you must meet specific criteria to do so. These criteria are listed on the consent form. Contact the Office of Ombudsman for Long-Term Care with additional questions.
- If you decide to not tell the facility, complete the appropriate consent form and send it to the Office of Ombudsman for Long-Term Care (OOLTC):
 - e.monitoring.ooltc@state.mn.us
 - 651-431-7370 (fax)
 - P.O. Box 64971, St. Paul, MN 55164-0971
- After 14 days, share the same form with the facility.

Benefits

- Having a camera gives you the ability to prove when things are or are not happening. This can lead to more accountability.
- When you have a camera in your home, you can choose if a trusted person can see what happens there. This makes it easier for them to know about your care. They can also see when changes are needed in your care or service plan.



Know Your Rights

Planning and Implementing Care

You have the right to help plan, change, and evaluate your care and services.

This includes the right to:

- Receive information in a way you can understand.
- Participate in the planning process. This includes discussing your care, services, and treatment options.
- You can invite people to the care and service planning meetings.
- Know about the care you will receive before you receive it. You also have the right to know who will provide your care.
- Be informed, in advance, of changes to the plan of care.
- See your care plan.

Tips to Getting Person-Centered Care

- Talk to the staff involved in your care if an issue arises.
- Request a care conference, or meeting.
- Bring a list of questions you want to ask.

Things to think about:

1. Who might give you the most support at a care conference?
2. What is the most important thing for your care team to know about you?

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Word search

Find and circle the following words about the right to implementing care. Words may appear forward, backward, up, down, or diagonally.

S	O	F	P	T	N	P	N	E	I	E	E	B	D
E	M	N	T	H	G	I	R	N	E	C	E	S	T
R	E	A	I	N	I	N	O	I	N	R	D	P	C
V	C	N	D	A	V	I	H	R	F	E	R	R	G
I	M	E	V	M	E	E	T	I	N	G	P	A	C
C	A	M	C	S	R	E	M	C	T	N	L	I	I
E	R	I	E	D	D	E	M	R	O	F	N	I	S
S	E	C	I	U	T	T	I	E	G	I	I	D	P
A	R	C	E	B	N	T	S	V	M	U	M	V	E
N	M	A	I	M	G	N	M	G	E	O	N	T	O
T	A	I	R	O	E	S	M	S	M	C	R	E	P
H	U	C	A	R	E	P	L	A	N	N	I	N	G
P	E	R	S	O	N	C	E	N	T	E	R	E	D
D	M	I	R	E	S	I	D	E	N	T	C	E	E

1. Informed
2. Right
3. Resident
4. Care planning
5. Meeting
6. Services
7. Ombudsman
8. Person centered



Know Your Rights

Receive Appropriate Care and Services

You have the right to receive services based on your individual needs.

Your care or service plan should be up to date. Reassess the plan if your condition changes.

Your caregivers must be fully trained to do their work and must also have yearly training. They should know you and the services you need.

Facilities should try to schedule staff regularly, so you get to know each other.

Your facility must schedule enough staff to provide each person's care.

You should know who your caregivers are and what role they have.

“The only way to truly know someone is by being with them.”
Eric Overby, author

Things to think about:

1. How are staff informed about your care plan?
2. How would you speak up during your cares if something isn't going the way it should?

Contact the Office of Ombudsman for Long-Term Care

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

Care and Services Word search

Find and circle the following words about the right to implementing care. Words may appear forward, backward, up, down, or diagonally.

A	Y	T	I	R	A	L	U	G	E	R	I	Y	E
L	N	G	C	I	C	N	I	U	T	I	R	U	I
R	A	G	T	L	A	I	P	I	G	D	T	T	V
U	I	U	C	R	N	I	T	N	L	E	C	P	S
Y	N	G	D	O	A	N	U	T	N	Y	E	U	E
R	A	T	H	I	N	I	G	V	L	Y	R	P	R
E	L	T	A	T	V	T	N	R	A	N	T	R	V
S	P	V	G	I	S	I	I	I	N	N	N	E	I
I	E	N	R	Y	R	L	D	N	N	N	R	A	C
D	R	A	E	N	E	E	C	N	U	G	R	N	E
E	A	N	Y	S	A	I	L	N	I	I	L	N	P
N	C	A	D	P	L	T	D	R	V	S	T	N	L
T	V	A	Y	I	L	I	E	A	N	N	I	Y	A
I	D	L	N	N	N	N	N	P	R	N	N	Y	N

Words to Find

Continuity Regularity Rights Individual
Resident Training Service plan Care plan



Know Your Rights

Safe Space

You have the right to a safe, clean, comfortable, homelike environment.

The facility must provide you with a home that is safe.

A safe home includes:

- A lack of environmental hazards
- A way for you to protect your belongings
- Smoke alarms and fire drills
- Plans to help keep you safe from falls
- Adequate lighting
- Monitoring you if it is in your care or service plan
- Clean bed and bath linens
- Comfortable temperatures
- A layout that promotes safety and independence

“Everybody needs a safe place, and it should be their home.”

Debbie Rowe, nurse

Things to Think About:

1. What is an example of an environmental hazard?
2. What are some examples of how risk can be reduced?
3. What makes you feel safe?

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What doesn't belong?

Which of these is **NOT** a right for a safe environment

Comfortable sound levels

Clean bed & bath linens in good condition

A private room and bathroom

Adequate & comfortable lighting

Comfortable and safe temperatures

Smoking in your room

Reasonable care is made to protect against loss or theft of belongings

Sanitary, orderly, & comfortable interior

Answers: Smoking in your room, and a private room and bathroom are not rights



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:

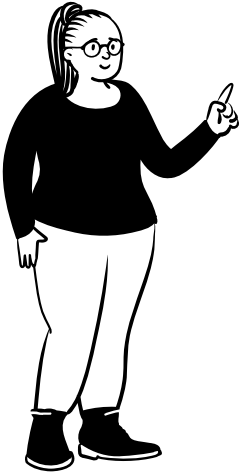
1. What is the best way for you to stay connected with friends and family?
2. Do you need help to use your devices?

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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.

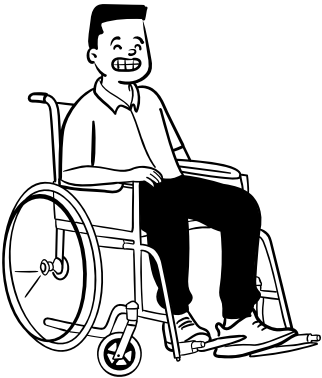
Right or wrong? Why?

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?

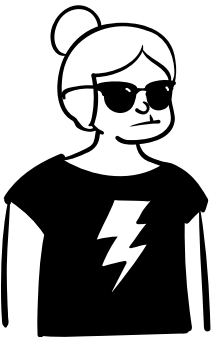


4. Estelle wants to use her smartwatch to monitor her heart rate when she exercises, but the nurse tells her this is not allowed.

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



Dining: Food, Nutrition, & Preferences

Menus need to meet nutritional standards and include things you like.

Meals and dining standards:

- Snacks must be provided in all settings.

In Assisted Living the following applies only if purchasing a meal package:

- You must have access to three balanced and nutritious meals.
- Facilities should give you a menu in advance and should tell you about menu changes.
- Staff must follow food safety standards when they store, prepare, and deliver food.
- Background music, table settings, and clean dishes are all a part of the dining atmosphere.

"Food is our common ground, a universal experience" *James Beard*, chef

Things to think about:

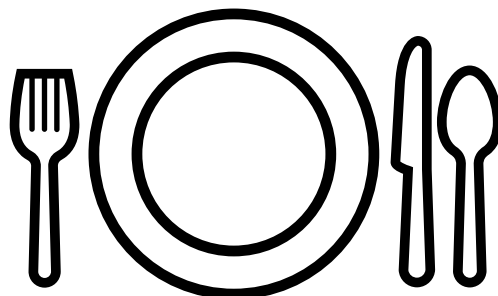
1. What about food is important to you?
2. How do you share feedback on your dining experience?
3. Are you involved in menu planning?

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Let's talk food

1. What are your favorite foods?
2. What meals do you look forward to?
3. What foods do you dislike?
4. What makes for an enjoyable dining experience?
5. What does a nutritious meal look like to you?
6. What special food events, holiday meals or celebrations do you most enjoy?
7. Do you have any religious or cultural preferences? If so, what foods do you include in your diet:





Know Your Rights

Participate in Care and Service Planning

You have the right to actively take part in planning, changing, and assessing your care and services.

Your care and service planning should include **your** input.

If you share your likes and dislikes, you can have better health and well-being.

Developing a care or service plan should include you. It should also include your care providers.

You have the right to invite any person you choose to care and service planning meetings. You can invite family, friends, ombudsman and legal representatives.

Laws support your right to person centered care. Here are some:

- The Olmstead Act
- 144G
- 245D.07
- 42 CFR Part 483

Your plan should include your strengths and needs. It should capture your unique skills, talents and likes and dislikes.

Things to Think About:

1. What would you like your daily routine to look like?
2. What best supports you when you have a hard day?
3. If you experience pain, how would you like to address it?

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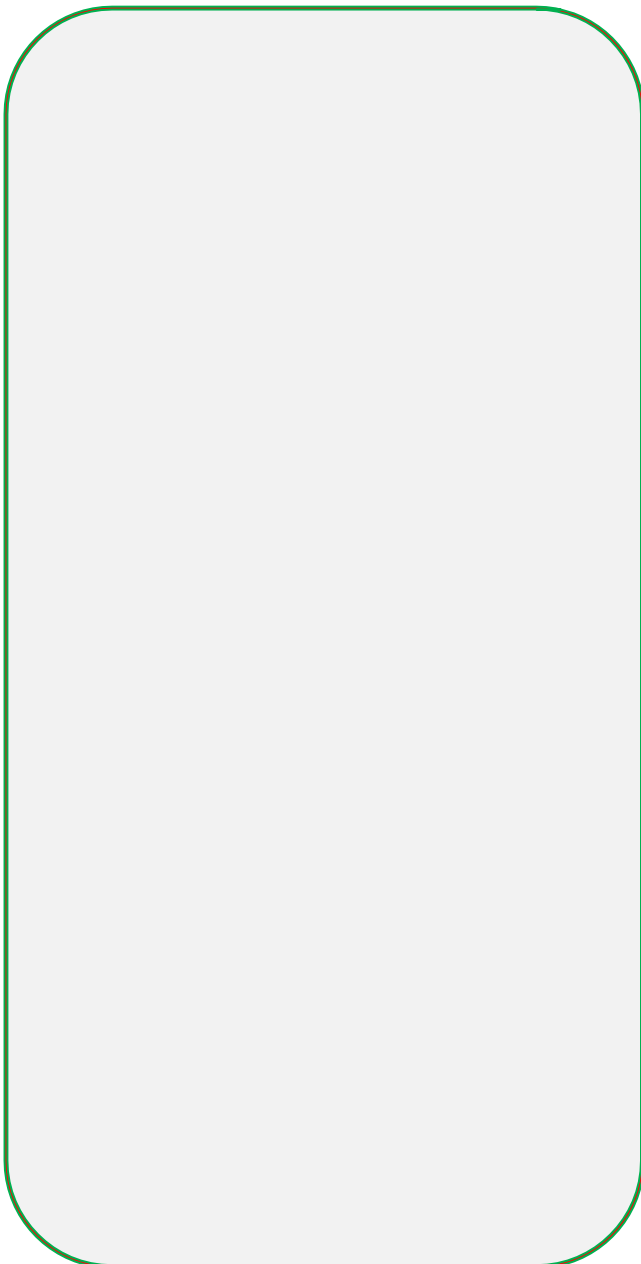
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"Good Day" or "Bad Day"

We all have "good days" and "bad days". Understanding what makes a "good day" or "bad day" for you can lead to decisions about how you would like to receive care and services.

In the space below write down or share what makes a "good day" or "bad day" for you. How can people support you on "bad days"? Tip: share these at your next care conference.

Good Day



Bad Day





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?

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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:



Know Your Rights

Privacy

You have the right to personal privacy and confidentiality.

Staff must keep your information private:

- Your paperwork should not be left out for anyone to see.
- Computer screens should be logged out.
- Any conversations about private details should be done behind a closed door.

Staff must deliver cares and treatments privately. They can:

- Close your door.
- Pull your curtains.
- Provide care in your room, not in a communal space.

Staff must maintain your dignity. They can:

- Keep you covered
- Cover your catheter and/or ostomy bag if you have one

Staff must respect the privacy of your space by knocking and seeking consent to enter.

Staff should introduce themselves (name and position) upon entering.

Things to Think About:

1. Do you like to keep your room/apartment door closed or open?
2. How modest do you prefer to be?

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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. Jerry gets his mail, one of the envelopes is opened.

Right or Wrong? And why?

2. A server knocks on a resident’s closed door and waits for permission to deliver a meal tray.



Right or Wrong? And why?

3. Rosemarie’s medical records were given to her nephew with her permission.

Right or Wrong? And why?

4. A staff person listens in on a family meeting without consent or invitation.

Right or Wrong? And why?

5. A staff person looks at Sunita’s email inbox without her permission.



Right or Wrong? And why?

6. A nurse discreetly tells the resident that a doctor is waiting for them.

Right or Wrong? And why?

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



Know Your Rights

Refuse Care

You have the right to say “no” to services and assistance.

You can at any time:

1. Refuse care
2. Change your mind
3. Modify your plan of care

Your family, friends, providers, and other important people can help you make health care decisions. They should support you in the choices you make.

If you do decide to refuse care, staff will likely note this in your chart. They may check with you to offer the care again.

You decide!

Be prepared to have a conversation with staff on the possible impact of your choices. They will want to discuss the risks and benefits of your choices with you.

Defining risk and benefit:

Risk- potential negative outcomes

Benefits- potential positive impact

The decisions you make today are just for today. You can change your mind.

Reminder! Learning to say "no" takes practice.

Things to Think About:

1. How comfortable do you feel saying “no”?
2. What are some reasons you may say “no”?
3. Have you ever wanted to say “no” but didn’t?

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Practice the power of “no”

The best way to get good at something is to practice. Review the tips and then answer the questions below.

Ways to say “no”:

I don't want to do that today.
Can we do this another time?
Today I'm saying no.
I'm not feeling up to that today.
I don't think I need that medication right now.
I trust my body.
I am choosing to decline that today.
I am not comfortable, so I need to say no.
Let me think about it and get back to you.

1. An activity aide knocks at your door and reminds you that it's time for morning exercise. You did not sleep well last night and want to sleep in. The staff person states, “your daughter said you need to attend.” How would you respond?
2. You learn that you have a virtual visit scheduled during your favorite activity. How would you handle this?



Finances, Fees, and Records

You have the right to manage your own resources, be aware of charges and fees that may apply to you and access your records.

Control personal finances

- You have the right to manage your own financial affairs.
- If offered, you can open a resident trust account where staff can hold onto your money.
- You can assign a financial representative to help manage your account.

Information about fees

- You have the right to know in advance about charges you may need to pay.
- You can ask for a bill which should have a detailed list of charges. Nursing home charges are typically all-inclusive and are usually called “room and board”.
- Your facility should tell you about rate increases in advance with some exceptions.

Your records

- You have the right to see and have copies of your medical and financial records.
- If you submit a written request for your records, the facility must give them to you within 30 calendar days.
- If you request a copy to review your current medical care, then the facility must not charge a fee.

Things to Think About:

1. What services and/or items are covered under what you pay?
2. Have you reviewed your bill or health records?

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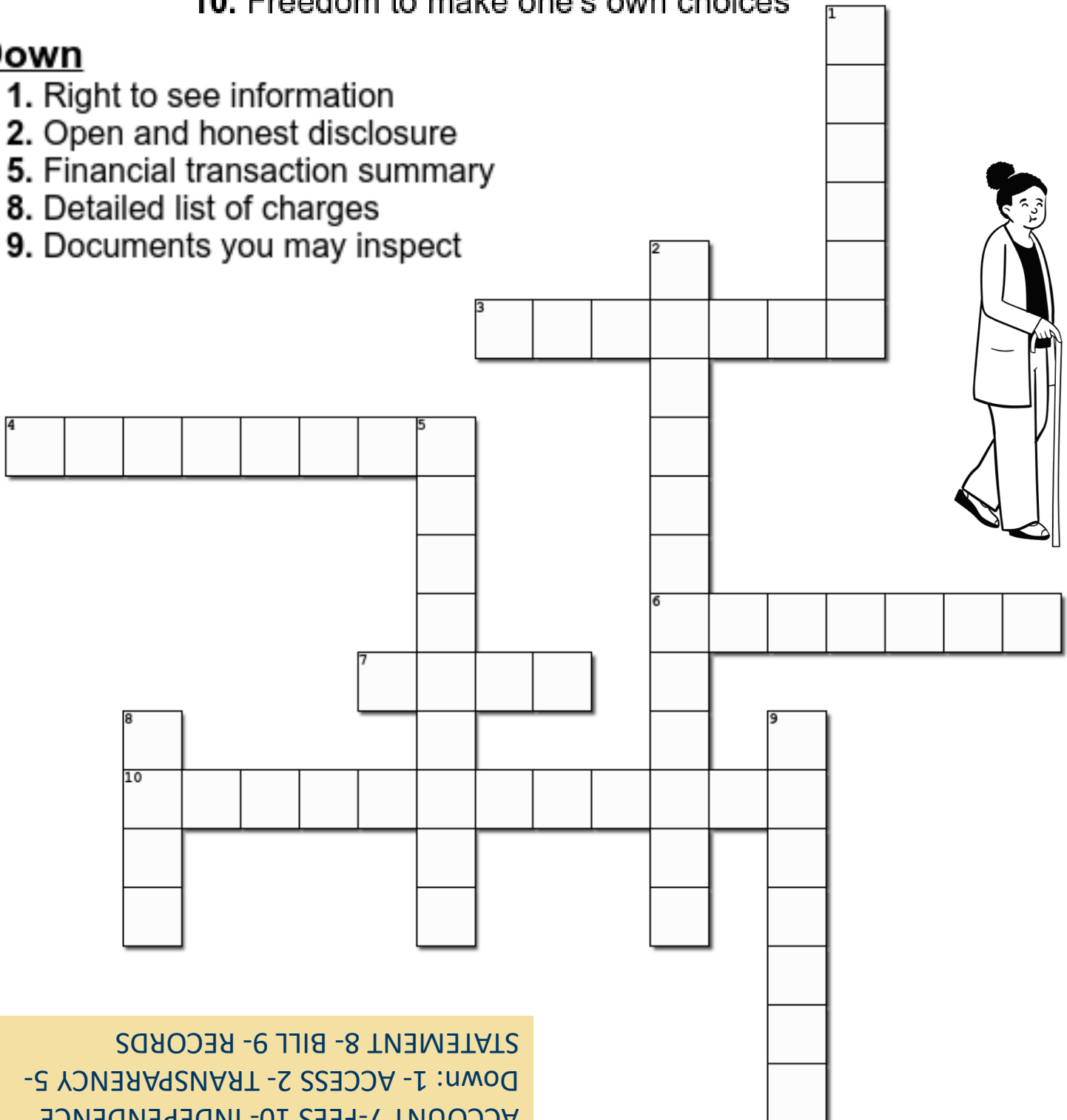
Crossword Puzzle

Across

3. Information about costs
4. Personal money management right
6. Money held for you
7. Costs charged by a facility
10. Freedom to make one's own choices

Down

1. Right to see information
2. Open and honest disclosure
5. Financial transaction summary
8. Detailed list of charges
9. Documents you may inspect



Across: 3- CHARGES 4- FINANCES 6- ACCOUNT 7-FEES 10- INDEPENDENCE
Down: 1- ACCESS 2- TRANSPARENCY 5- STATEMENT 8- BILL 9- RECORDS



Know Your Rights

Legal Help and Advocacy

You have the right to access legal help and advocacy services.

You may come across a situation where you need legal support. Some examples include:

- Your facility wants to discharge you, but you don't want to move.
- You are not receiving benefits but were approved to receive them.
- Your Medical Assistance (MA) has been reduced or denied.
- You suspect financial exploitation.

Your facility must allow you to contact legal help.

To access statewide legal services, you can:

1. Go to **Lawhelpmn.org**
 - You can complete an online intake form, find factsheets, phone numbers, and free legal clinic information.
2. Call **1-877-696-6529**
 - Talk to someone in intake by entering your zip code. They will connect you to the local legal service office.

Things to Think About:

1. Who would you ask if you have a legal need or question?
2. Have you ever worked with a lawyer?

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Match the description

Learn about additional resources and test your knowledge about the tools available to help you.

1. I want to fill out a health care directive but don't know how.

2. I have a complaint about how staff are treating me here.

3. I need a private video call with a lawyer but don't own a phone or laptop.

4. I am overwhelmed by unexpected medical bills and need a check-up.

5. I'm not sure my money is being used properly.

A. Legal Kiosk

B. Legal Risk Detector

C. LawHelpMN.org

D. Minnesota Elder Justice Center 651-215-0032
elderjusticemn.org

E. Ombudsman for Long Term Care

Answer Key: 1. C | 2. E | 3. A | 4. B | 5. D



Choice of Provider

You have the right to know who is on your health care team. You can choose who provides your medical care.

You have the right to choose your medical provider!

This could be a medical doctor, advanced practice nurse practitioner (APRN), or physician associate (PA).

Your facility may provide a doctor to see you at your facility. Or you might have your own outside provider.

Things to consider:

- Your facility may have rules about seeing an outside provider.
- How quickly could your provider respond?
- Your outside provider must meet certain standards.

You have the right to know:

- Who the staff are and their qualifications.
- How to contact the people on your care team.
- How often they will see you.
- What other choices you have.
- How to file complaints.

Things to Think About:

1. What's important to you in a provider?
2. Do you know your care team?

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Who's on your care team?

Label each icon with the names of your trusted people. Examples: doctor or nurse practitioner, personal representatives, nurse, neighbor, therapist, spiritual support, medical specialists, and furry friends.

