

# *What does Residents' Rights mean?*

## **DIGNITY & RESPECT**

- Being treated kindly at all times
- Having someone knock before entering your room
- Raising a complaint without fear or retaliation
- Having your beliefs and practices respected
- Knowing your rights
- Being informed of facility policies and changes

## **PRIVACY**

- Having access to your personal account & managing your own money
- Making phone calls in private
- Choosing your visitors and meeting privately with them
- Opening your own mail
- Securely storing and having access to personal items
- Accessing your medical record

## **ACCOMMODATION OF NEEDS**

- Being free from restraints
- Receiving a timely response to your care needs
- Speaking with your doctor
- Participating in care planning
- Having your needs met (food, water, assistance)

## **PARTICIPATION IN ACTIVITIES**

- Attending resident Council Meetings
- Participating in activities you enjoy
- Participating in community activities
- Participating, or not, in religious activities

## **FREEDOM OF CHOICE**

- Choosing when to wake up and what to wear
- Being called by the name of your choice
- Having your cultural choices in food and activity respected
- Accepting or refusing treatment
- Choosing an alternative menu item
- Staying up as late as you want, or going to bed early if you wish



## **Butler County Area Agency on Aging, Ombudsman Program**

111 Sunnyview Circle, Suite 101

Butler, PA 16001

**(724) 282-3008**