What are residents’ rights?

When individuals enter long-term care facilities, they keep all their rights as citizens and gain a special set of residents’ rights as set forth in federal and state law. Facilities must provide a copy to each resident upon admission. If you are told a copy is not available, call us at 1-888-831-0404.

Print-friendly handouts of the Nursing Home Residents’ Bill of Rights and the Assisted Living Facility and Adult Family Care Home Residents’ Bill of Rights can be downloaded at ombudsman.myflorida.com under “publications.”

Questions? Complaints?

Contact your local ombudsman:

State Office Contact Information

OMBUDSMAN.MYFLORIDA.COM
ltcopinformer@elderaffairs.org

4040 Esplanade Way
Tallahassee, Florida 32399-7000

Toll-Free: 888-831-0404
Phone: 850-414-2323
Fax: 850-414-2377

We Are HERE to Help

A program to improve the quality of life for all Florida long-term care residents.
What does an ombudsman do?

An ombudsman is specially trained and certified to identify, investigate, and resolve complaints made by, or on behalf of, long-term care facility residents. Our mission is to improve the quality of life for all Florida long-term care residents by:

- Identifying, investigating, and resolving complaints;
- Educating residents, families, and staff about residents’ rights;
- Providing public information about long-term care facilities; and
- Helping to establish resident and family councils.

What kinds of complaints can be investigated?

Complaints may be made about concerns related to the health, safety, welfare, or rights of one or more long-term care facility residents. We investigate complaints ranging from issues with medication and meals to matters of dignity and respect.

Do I have to give my name?

No. However, we may need to contact you to gather more information to address your concerns. The name of the resident and the person making the complaint, along with all other information about the complaint, will be kept confidential unless you give us permission to disclose the information.

Who can use our services?

- Long-term care residents;
- Family members and friends of residents;
- Concerned facility administrators and employees; and
- Anyone concerned about a long-term care resident.