

DO YOU KNOW YOUR RIGHTS?

Residents of assisted living facilities shall not be deprived of any rights, benefits or privileges guaranteed by law or by the Constitution.

-Section 429.28, Florida Statutes

You have the right to:

- Live in a safe and decent environment, free from abuse and neglect;
- Be treated with respect and privacy;
- Use your own clothing and have personal property in your room;
- Send and receive mail freely, have access to a telephone and receive visitors at least between 9:00 a.m. and 9:00 p.m.;
- Participate in community activities outside of the home;
- Manage your own finances;
- Share a room with your spouse;
- Be given opportunities to exercise and be outdoors regularly;
- Make your own personal decisions, exercise your civil liberties and practice your own religion;
- Have access to adequate and appropriate health care;
- Receive 45 days' written notice of relocation or termination of residency, with reasonable accommodation; and
- Present your grievances without fear of reprisal.



ARE YOU HAVING PROBLEMS IN THE ASSISTED LIVING FACILITY WHERE YOU LIVE?

WE CARE AND WANT TO HELP.

*We have volunteers throughout the state who are specially trained and certified to resolve your concerns. Our services are confidential and provided at no charge. Let us assist you.
Your "2 cents" count.*

Call us Toll-Free

1-888-831-0404

Visit us Online

<http://ombudsman.myflorida.com>

Ombudsman Program Administered by the Florida Department of Elder Affairs

Florida's Long-Term Care
OMBUDSMAN PROGRAM

Our 2 cents is no small change