

Bill of Rights

for residents of nursing homes

Residents of nursing homes shall not be deprived of any rights, benefits or privileges guaranteed by law and the Florida and United States Constitutions. (Section 400.022, Florida Statutes)



You, as a long-term care resident, have the right to:

- Be treated courteously, fairly, and with the fullest measure of dignity;
- Freely send and receive mail, have access to a telephone, and receive visitors during visiting hours;
- Use personal clothing and possessions as space permits;
- Participate in social, religious, and community activities that do not interfere with the rights of others;
- Organize and participate in resident and family councils;
- Manage your own financial affairs and be informed of the cost of services;
- Receive adequate and appropriate health care;
- Choose your own physician and pharmacy;
- Be informed of your medical condition and treatment, including the right to make an informed decision to refuse treatment;
- Right to privacy in receiving treatment and in caring for personal needs;
- Be free from abuse, corporal punishment, extended involuntary seclusion, and physical and chemical restraints except those ordered by a physician;
- Present grievances and recommend changes in policies and services without fear of retaliation; and
- Receive a written notice 30 days prior to relocation or termination of residency, and an opportunity to challenge such a notice.



If you have questions about your rights, contact the Long-Term Care Ombudsman Program toll free at

1-888-831-0404

Services are free and confidential.

**For information on volunteering visit us online at
ombudsman.myflorida.com/Volunteer.php**

Florida's Long-Term Care Ombudsman Program is housed within the Florida Department of Elder Affairs.



**FLORIDA
OMBUDSMAN PROGRAM**
ADVOCATING FOR QUALITY LONG-TERM CARE