

DO YOU KNOW YOUR RIGHTS?

Residents of nursing homes shall not be deprived of any rights, benefits or privileges guaranteed by law or by the Constitution.

- Section 400.022, Florida Statutes

You have the right to:

- *Be treated courteously, fairly and with the fullest measure of dignity;*
- *Choose your own physician and pharmacy;*
- *Conduct private and uncensored communication;*
- *Be visited by any individual providing health, social, legal or other services and the right to deny or withdraw consent at any time;*
- *Present your grievances and recommend changes in policies and services free from restraint, interference, coercion, discrimination or reprisal;*
- *Organize and participate in resident groups;*
- *Exercise your civil liberties and participate in social, religious and community activities that do not interfere with the rights of others;*
- *Manage your own financial affairs;*
- *Refuse medical treatment and know the consequences;*
- *Retain and use personal clothing and possessions;*
- *Receive adequate and appropriate health care;*
- *Be free from abuse, corporal punishment, extended involuntary seclusion and physical and chemical restraints (except those ordered by a physician); and*
- *Receive 30 days notice of relocation or termination of residency, in writing, and an opportunity to challenge such a notice.*



ARE YOU HAVING PROBLEMS IN THE NURSING HOME 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