

RESIDENTS' RIGHTS

In addition to your civil rights as a citizen, you have rights as a nursing facility resident, including the right:

- ◆ To be treated with respect and dignity, free from abuse and neglect
- ◆ To be informed of your rights and responsibilities as a consumer
- ◆ To make decisions about your care and finances
- ◆ To privacy in your personal matters, visits, and mail
- ◆ To participate in social and religious activities of your choice
- ◆ To make a complaint without fear of punishment or retaliation
- ◆ To have your personal preferences reasonably accommodated

To learn more about your rights ask the facility for a copy of the Residents' Bill of Rights.

How to Resolve a Problem

If you have a complaint or problem, or you think your rights have been violated, you may want to:

- ◆ Clarify the problem. When did it happen? Who else is aware of the problem? Writing it down may help.
- ◆ Attempt to resolve the problem. **Remember that the best place to solve most complaints is right where you are - in the facility.** The nursing facility has a grievance procedure for handling complaints that you can follow to resolve the problem.
- ◆ Identify the right person to approach with your concern. This may be the Administrator, the Director of Nursing, your doctor, the social worker, or the Charge Nurse. Remember, in order to solve a problem, all parties must first be aware that a problem exists.
- ◆ When bringing your concern to a staff person, state the problem and discuss possible solutions. Be clear about what would help. Find out when and how you can expect the problem to be solved. Set a time when you will return to discuss progress.

If the Problem Remains Unresolved

If the problem cannot be resolved within the facility, you may want to contact:

The Office of Licensure and Certification
Virginia Department of Health
9960 Mayland Drive
Suite 401
Richmond, VA 23233
1-804-367-2106
1-800-955-1819

Office of the State Long Term Care Ombudsman
Virginia Association of Area Agencies on Aging
24 East Cary Street
Suite 100
Richmond, Virginia 23219
1-804-565-1600
1-800-552-3402

If you suspect fraud by a Medicaid Provider, contact the Medicaid Fraud Control Unit of the **Office of the Attorney General**
900 East Main Street
Richmond, Virginia 23219
1-804-786-2071

Virginia Office for Protection & Advocacy
1910 Byrd Avenue, Suite 5
Richmond, Virginia 23230
1-804-225-2042
1-800-552-3962

Local Long Term Care Ombudsman:

Or call your local Department of Social Services, **Adult Protective Services**, or **1-888-832-3858** about abuse, neglect, or the misappropriation of resident property.