



WE EMPOWER AND EDUCATE

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## Long-Term Care Residents Have the Right to a Dignified Existence

### You Can Exercise Your Rights Without Fear of Interference, Coercion or Reprisal

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The Long Term Care Ombudsman Program is one of the vital services provided by VOYCE.

Remember you have the right to an ombudsman, who can help you with the rights detailed on the other side of this card.

If you live in a long-term care community, our trained volunteer ombudsmen and staff can skillfully help you

- Identify issues
  - Isolate particular causes of concern
  - Resolve any challenges with compassion and respect
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VOYCE receives funding from the Mid-East, St. Louis and Northeast Missouri Area Agencies on Aging under the provisions of the Older Americans Act. VOYCE is a member agency of the United Way of Greater St. Louis, United Way of the Mark Twain Area, Franklin County Area United Way, United Way of Randolph County and Montgomery Area United Way. VOYCE also receives funding from individuals, corporations and foundations. Donate to our cause online at [www.voycestl.org](http://www.voycestl.org) or send contributions to:

VOYCE  
8702 Manchester Road  
St. Louis, Missouri 63144

**Call VOYCE today  
for confidential assistance  
from an ombudsman.**

**(314) 918-8222**

**Toll-Free (866) 918-8222**

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# Call an Ombudsman to Help You with the Following Rights

## Participation in Your Care

- Choose your own doctor
- Receive information on your care, treatment and any changes
- Attend your care plan meeting
- Refuse treatment

## Choices

- Choose what is important to you about your life

## Accommodation of Your Needs

- Receive services based on your individual needs and preferences
- Receive notification before room change

## Protection from Abuse, Neglect, Mistreatment and Restraint

- No verbal, sexual, physical and mental abuse
- No mistreatment or neglect
- No chemical or physical restraints without a doctor's order for a set time period to treat a medical symptom

## Management of Your Financial Affairs

- No holding or spending of your personal money by others without your written permission
- Obtain a financial report quarterly and on request

## Fully Disclosed Information

- Obtain complete information about your rights and the rules related to your stay
- View your records on request
- Access the facility inspection report anytime

## Privacy

- Your treatment, phone calls, visits, mail, resident meetings and all records must remain private

## Visitors

- Accept or deny visitors 24 hours a day

## Remain in the Facility

- Refuse any request to leave unless for nonpayment or the health, safety and welfare of yourself or others
  - Appeal any discharge notice, which you must receive in writing and 30 days in advance
  - Receive the facility's bed-hold policy in writing when you are hospitalized
  - Return to the first available bed if you choose not to pay for a bed-hold
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