



WE EMPOWER AND EDUCATE

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

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

**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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Our services are free and confidential.

**The ombudsman assigned to this
long-term care community is:**

Name: _____

VOYCE

**680 Craig Road, Suite 245
St. Louis, Missouri 63141**

(314) 918-8222

Toll-Free (866) 918-8222

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
- Make decisions in your care plan meeting
- Choose or refuse treatment

Choices

- Choose your schedule and activities

Accommodation of Your Needs

- Receive services based on your individual needs and preferences
- Receive notification before room change, including reason for the change

Protection from Abuse, Neglect, Mistreatment and Restraint

- No verbal, sexual, physical or 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, or without the resident's consent

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 of all of your money held by the facility

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 move out unless for nonpayment or the health or safety 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 and are eligible for payment by Medicaid or Medicare
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