

# Resident Rights

1. To exercise your rights as a resident and as a citizen.
2. To voice grievances without fear of reprisal.
3. To be free from mental and physical abuse and to be free from chemical and physical restraints.
4. To be discharged or transferred only for medical reasons, your own welfare or that of other residents, or for non-payment.
5. To have privacy in care and treatment and to associate and communicate privately with persons of your choice.
6. To participate in social, religious and community activities; to participate in the resident council.
7. To participate in planning your care and treatment.
8. To manage your personal and financial affairs; to make choices and independent decisions.
9. To keep and use personal belongings as space permits.
10. To have security for your possessions.
11. To be treated with consideration, respect, and dignity.
12. To appeal discharges.
13. To be informed of all services and their charges.
14. To be informed of these rights.

# Contact Us

EICAP helps the people of our nine county service area.



Bonneville	Jefferson
Butte	Lemhi
Clark	Madison
Custer	Teton
Fremont	

For more information about any of our services, please call/walk in to one of the following offices or visit [eastidahoaging.com](http://eastidahoaging.com) on the internet.

## EICAP MAIN OFFICE

935 E Lincoln Road  
Idaho Falls, ID 83401  
Phone: (208) 522-5391  
Toll Free: (800) 632-4813

## OUTREACH OFFICES

### SALMON

955 Riverfront Drive, Suite A  
Salmon, ID 83467  
Phone: (208) 756-3999  
Toll Free: (800) 359-9163

### REXBURG

275 Stationery Place  
Rexburg, ID 83440  
Phone: (208) 356-8849

**Email us at [ombudsman@eicap.org](mailto:ombudsman@eicap.org)**



# Long Term Care Ombudsman



**(208) 522-5391**

**[www.eastidahoaging.com](http://www.eastidahoaging.com)**

**[www.eicap.org](http://www.eicap.org)**



Eastern Idaho Community Action Partnership helps at-risk individuals and families meet their basic needs and increase independence through support and education.



# Long Term Care Ombudsman

*Providing elders with assistance in solving problems in their long term care living environment.*

## **WHAT IS AN OMBUDSMAN?**

- A trained person who is concerned with protecting the civil and human rights of older persons in long term care facilities.
- A problem solver and a mediator.
- A resource
- An objective investigator of complaints.
- Ombudsmen also advocate for persons having difficulty with:
  - Social Security
  - Medicare
  - Medicaid
  - Veteran's Administration

## **CONTACT THE OMBUDSMAN**

You may contact your Ombudsman at the Area Agency on Aging office by calling (208) 522-5391 or (800) 632-4813. You may contact your Ombudsman:

- To report a problem or concern.
- To learn more about the Ombudsman program.
- To seek information about long term care facilities.
- Or if you have questions about:
  - Facility services or standards.
  - Medicare or Medicaid coverage.
  - Residents Rights
  - Transfer

*All contacts are confidential.*

## **WHO CAN USE THE OMBUDSMAN SERVICE?**

- Residents over 60 in long-term care facilities; including nursing homes and assisted living homes.
- Friends and relatives of residents over age 60.
- Long-term care staff members and administrators with resident-related concerns.

## **WHAT CAN THE OMBUDSMAN DO FOR YOU?**

- Provide a place where the long term care facility resident or family can discuss a problem and receive assistance.
- Help long-term care residents obtain the appropriate legal, social, recreational, physical and emotional services necessary for quality-of-life with dignity.
- Assist long-term care staff to meet the needs and concerns of those who use their facilities.
- Educate the community about the long term care choices and issues.
- Identify gaps in services provided, report findings and help achieve equitable solutions.
- Advocate for needed improvements in legislation and policies affecting long term care.

## **HOW DO I FILE A COMPLAINT OR PROBLEM WITH THE OMBUDSMAN?**

You may file a complaint by letter, telephone, or personal visit. Often an Ombudsman can clear up a situation while in its early stages through a simple call or note through the mail.

Making contact with your Ombudsman need not be a formal process. Ombudsmen can respond to formal and informal contacts.

*All contacts are confidential.*

## **HOW CAN I HELP?**

The Area Agency on Aging recruits Volunteer Ombudsmen to be assigned to a facility to make weekly visits.

Our Volunteer Ombudsmen receive 24 hours of classroom training and 24 hours of mentoring, one on one, with the Long Term Care Ombudsman. In addition, we have monthly meetings to provide ongoing training.

If this time commitment is too much, we encourage anybody to make an occasional friendly visit to a long term care facility. Over 50% of residents do not receive regular visits.

