

ADVO CATE

Colorado Long-Term Care Ombudsman Program

OCTOBER IS RESIDENTS' RIGHTS MONTH

Residents' Rights Month is an annual event to honor residents living in all long-term care facilities, hosted by The National Consumer Voice. This year's theme is Reclaiming My Rights, My Home, My Life. This theme highlights the need for residents' rights to be recognized, recovered, and reasserted. It emphasizes the recognition of the long-term care facility as the residents' home, and the importance of residents reclaiming their own lives.

Why am I telling you about this now, when Residents' Rights Month isn't until October?

The National Consumer Voice hosts the Residents' Voice Challenge as an opportunity for you, as a resident, to respond and reflect on the theme.

Resident's Voice entries can include original essays, poems, artwork, photos, or videos. *Submissions are due September 1, 2021 to 1025 Connecticut Ave, NW, Suite 1000, Washington, DC 20036 or email info@theconsumervoice.org.*

RESIDENT RIGHTS

Residents of nursing homes and assisted livings have rights that are guaranteed by federal and state laws. These include, but are not limited to:

- The right to be treated with dignity
- The right to self determination
- The right to be fully informed
- The right to raise grievances
- The right to privacy
- The right to visitors
- The right to manage their financial affairs
- And rights during transfer and discharge



CARE PLANNING

What is a care conference?

A care conference is a meeting during which you discuss your care plan with the facility staff. It is common to invite family members or representatives as well. You can also invite your local long-term care ombudsman. A care plan is a roadmap for your care while you are living in a nursing home or assisted living. It includes your needs, your goals, and how your care team will help meet those goals.

When should you have a care conference?

The frequency of care planning meetings is dependent both on the level of care provided (i.e. nursing home versus assisted living) and the policies of the specific facility where the resident lives.

- **Upon admission** – the facility must develop a baseline care plan within 48 hours of the resident's admission. The comprehensive care plan must be developed within seven days of admission.

- **In a nursing home** – quarterly (once every three months) and whenever the resident has a major change in condition.

- **In assisted living** – yearly (once every 12 months) and whenever the resident has a major change in condition.

You can request a care conference when your needs change or if you feel you are not receiving good quality of care - you do not need to wait for your next scheduled conference.

Who should attend a care conference?

The most important person at a care conference is you, the resident. The conference will also include facility staff, and if requested, family, your representative, or a long-term care ombudsman. If there is someone you want to attend who can't be there in person, the facility should arrange for them to attend via phone or video call.

Each staff team should be represented, but you can also make sure of this by requesting someone attend the conference. For example, if you have dietary needs you want to discuss, be sure to request that someone from the dietary team be there.

Remember that the conference is about *your* day-to-day living - your voice is the most important one in the room. It's good to be assertive.

How can you advocate for yourself?

1. **Know your rights.** You have the legal right to be at every care conference.
2. **Prepare a list of goals and preferences** using the following categories: medical care, personal care, social services, mental health, rehabilitation, dietary, and activities.
3. **Ask questions.** Make sure you understand your care plan and correct anything as necessary.

Request a copy of your care plan and review it for accuracy.

How can a long-term care ombudsman help?

If you feel you need more support, contact your local Boulder County Long-Term Care Ombudsman at 303-441-1173. No matter what, the ombudsman is there to advocate for you.

IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CONTACT US: 303-441-1173

Learn more at: boco.org/LTCO
infoLTCO@bouldercounty.org