

# Rights and Responsibilities as a Resident of Long Term Care

**When a person enters a Long Term Care facility it becomes their home. Each resident has his or her own wants and needs and has rights and responsibilities that always need to be considered.**

- 1** Residents have the right to be treated with politeness, respect, and free from abuse, neglect and also have the responsibility to treat others in the same manner.
  - 2** Residents have the right to have their own belongings as long as it is safe for them and others, including managing their own money when they are able.
  - 3** Residents have the right to privacy in all aspects of their life including their personal health information.
  - 4** Residents have the right to direct their own care and have the right to accept or refuse care when it does not negatively impact other residents and staff.
  - 5** Residents have the right to take part in social activities that they enjoy and are able to do, including outdoor activities.
  - 6** Residents and their families who live in a shared room have the right to privacy.
  - 7** Residents have the right to die at the Home in the presence of their families and friends if they so choose.
  - 8** Residents have the right to know about any guidelines at the Home which may impact them.
  - 9** Residents can offer any complaints, concerns, compliments and suggestions in a confidential matter and no action will be taken to evict, discharge or intimidate a resident who makes a complaint.
- 10** Upon admission to a long term care home, residents are informed how to resolve a concern or complaint are provided with the contact information about who to contact with their concern or complaint.