

## Your Facility is Closing

The Pennsylvania Long-Term Care Ombudsman is available to assist you. Our local ombudsmen services are **free and confidential**.

### The ombudsmen are available to help you by:

- Explaining your rights as a resident in the facility;
- Meeting with you to research other facilities;
- Accompanying you to discharge planning meetings and helping you with relocation choices;
- Consulting with you, your family and the facility to avoid and resolve problems;
- Investigating resident right complaints and suggesting solutions; and
- Protecting your rights throughout the process.

### You have the right to:

- Be informed, in writing, 30 days in advance of the facility closure;
- Attend and be actively involved in relocation or discharge planning meetings;
- Have information on alternative living arrangements and options available to you;
- Have an assessment completed for you on eligibility for funding and support in safely relocating to a new home or community;
- Visit other facilities to help you decide where you would like to live;
- Seek support from your local ombudsman or a legal representative without fear of reprisal;
- Receive adequate care and treatment services during the closing process;
- Request a review of any discharge decision with which you disagree;
- Be refunded any money due to you by the facility, within 30 days of discharge;
- Have your belongings safeguarded during the relocation process and made available to you in your new residence; and
- Be treated with dignity and respect during the remainder of your stay at the current facility and when you move into your new home.

**You always have the right to be free from neglect and abuse. To confidentially report any situation that threatens your safety, please contact your Local Ombudsman:**

[ Local AAA Information ]