

Nursing Home Residents' Rights

Right of Choice—Roommates and Furnishings

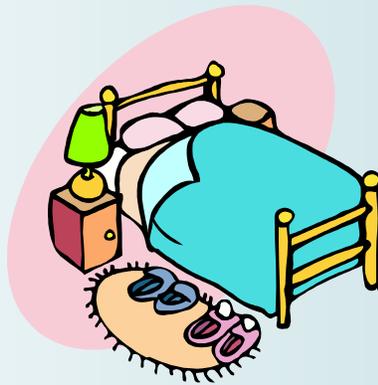
You have the right to make choices about your nursing home living arrangements.

For example:

- ▼ You must be notified in advance if your nursing home plans to move you or change your roommates.
- ▼ You have the right to refuse a room change if you are being moved because the payment source for your care changes. However, you may be responsible for any additional costs.
- ▼ You may use some of your personal belongings to decorate your room.

Items such as a bedspread, pillow, blanket, small dresser, lamp, TV, pictures, or other personal items are acceptable when there is space for them in your room, and such items do not infringe on the health or safety of residents.

For more information about these rights, you may speak with the staff in your nursing home or contact the Department of Health Services, Licensing and Certification District Office, or the Ombudsman Program in your county. The telephone numbers for both agencies are posted in your nursing home.



Licensing and Certification District Offices:



| | | | |
|---------------|----------------|-----------------|----------------|
| Alameda | (866) 247-9100 | Riverside | (888) 354-9203 |
| Bakersfield | (866) 222-1903 | Sacramento | (800) 554-0354 |
| Chico | (800) 554-0350 | San Bernardino | (800) 344-2896 |
| Contra Costa | (800) 554-0352 | San Diego North | (800) 824-0613 |
| Daly City | (800) 554-0353 | San Diego South | (866) 706-0759 |
| Fresno | (800) 554-0351 | San Jose | (800) 554-0348 |
| Los Angeles | (800) 228-1019 | Santa Rosa | (800) 554-0349 |
| Orange | (800) 228-5234 | Ventura | (800) 547-8267 |
| Redwood Coast | (866) 784-0703 | | |