

## Nursing Home Residents' Rights

### *When You Need Personal Assistance, How Do You Get It?*

At times throughout your day you may require help to perform daily activities, to move from place to place, to have basic medical or other needs met, or to signal staff for any other type of request.

*Your nursing home must:*

- T Provide a nurse call system in all resident rooms and toilet and bathing facilities so that you can alert the staff any time you need help.
- T Ensure that you can use the call system by placing a call cord, button, or some other aid within your reach.
- T Respond to your call in a timely manner. If staff cannot help you immediately, they should explain the reason to you and set a time to return to help you.
- T Respond to calls in a courteous manner.
- T Attempt to anticipate your needs by placing items within your reach, etc.

You should always ask for assistance if you require any help with activities such as dressing, bathing and grooming, eating, moving, making telephone calls, receiving or sending mail, arranging transportation, or anything else you may need help with.

If you have concerns about this issue, you may speak to your nursing home administrator about your concerns. If you are not happy with his or her response, you may file a complaint with the Department of Public Health, Licensing and Certification, District Office in your area. You may also want to contact the Ombudsman Program. The telephone numbers for both agencies are posted in your nursing home.



**Licensing and Certification District Offices:**

**(<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/DistrictOffices.aspx>)**