

**Call the Long-Term Care
Ombudsman at:
(800)856-4398**

**Learn more about the Wyo-
ming Long-Term Care Om-
budsman Program online:**

<https://health.wyo.gov/admin/long-term-care-ombudsman-program/>

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Assisted Living Facilities: Information for Residents

Be Informed!

Transfer and Discharge

Residents shall receive a thirty (30) day written notice prior to any facility initiated transfer or discharge, unless the resident imposes an imminent danger to themselves or others or the resident's level of care exceeds that which can be provided by an assisted living facility.

Assisted living facilities can transfer or discharge residents only if one of the following exists:

- The facility has had its license revoked, not renewed, or voluntarily surrenders;
- The facility cannot meet the resident's needs;
- The resident or responsible person has a documented established pattern, in the facility, of not abiding by agreements necessary for assisted living;
- Non-payment of charges; or
- The resident engages in behavior which imposes an imminent danger to self and/or to others.

If a resident objects to the request to leave the facility, he or she shall be given the opportunity of an informal conference. This informal conference must be requested within ten (10) days of the resident's notice to leave the facility.

The facility shall provide sufficient preparation and orientation to residents to ensure an orderly transfer or discharge from the facility.

A copy of the written resident assistance plan shall be provided to the resident prior to the transfer or discharge.

Transferring to Another Facility

Residents transferred to another health care facility shall be given written transfer notice which includes:

- The name of the resident;
- The reason for the transfer;
- The effective date of the transfer;
- The location to which the resident is transferred;
- The name, address, and telephone number of the Long-Term Care Ombudsman;
- A listing of all outside contracted services.

Residents have the Right to:

- Be treated with respect and dignity;
- Privacy;
- Be free from physical or chemical restraints, not required to treat the resident's medical symptoms;
- Not be isolated or kept apart from other residents;
- Not be abused, humiliated, intimidated, or punished;

- Live free from involuntary confinement or financial exploitation;
- Have full use of the facility's common areas;
- Voice grievances and recommend changes in policies and services;
- Communicate privately;
- Have reasonable use of the telephone;
- Have visitors, including the right to privacy during such visits;
- Make visits outside of the facility;
- Make decisions and choices in the management of personal affairs, assistance plans, funds or property;
- Expect the cooperation of the provider in gaining the maximum degree of benefit from services made available by the facility;
- Exercise choice in attending and participating in religious activities;
- Be reimbursed at an appropriate rate for work performed on the premises;
- Be informed by the facility thirty (30) days in advance of changes in services or charges;
- Have advocates visit;
- Wear clothing of one's choice;
- Participate in social activities; and
- Examine survey results