

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

Learn more about the Wyoming Long-Term Care Ombudsman Program online:

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

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**State Long-Term Care
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Regional Ombudsman

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Boarding Homes: Information for Residents

Be Informed!

Transfer and Discharge

A resident may not be moved, transferred, discharged or asked to leave without fourteen (14) days written notice to the resident, or the resident's legal representative, guardian or conservator, stating the reasons for the request. Residents shall have the right to object to the request, except where undue delay might jeopardize the health, safety or well-being of the resident or others.

The written notice shall include the following:

- Name, address, and telephone number of the person giving the notice;
- Date of the notice;
- Resident's name;
- The reason for the transfer or discharge;
- The effective date of the discharge;
- The location to which the resident is being transferred or discharged; and
- The name and telephone number of the State Long-Term Care Ombudsman.

Residents have the Right to:

- Private and unrestricted communication, including but limited to:
 - Receiving, sending, and mailing unopened correspondence;
 - Reasonable access to a telephone for private communications; and
 - An opportunity for private visits.
- Present grievances on his/her own behalf without justifiable fear of reprisal and to join others to work for improvements in resident care;
- Manage his/her own financial affairs;
- Be fully informed, prior to or at the time of admission, and during stay, of services available in the boarding home and of related charges including any charges for services not covered by the boarding home's basic per diem rate;
- Physical and emotional privacy in treatment, living arrangements and in caring for personal needs, including:
 - Privacy for visits by spouse;
 - Spouses shall be permitted to share a room unless medically contraindicated;
 - Privacy concerning health care;
 - Confidentiality of health and personal records.
- To not be required to perform services for the boarding home except for therapeutic purposes;
- Meet with, and participate in activities of social, religious and community groups;
- Retain and use personal clothing and effects and to retain, as space permits, other personal possessions in a reasonably secure manner;
- Be transferred or discharged, and be given reasonable advance notice of any planned transfer or discharge, and an explanation of the need for and alternatives to such transfer or discharge. The facility to which the resident the resident is to be transferred must have accepted the resident for transfer, except in a medical emergency.
- Be free from mental and physical abuse; and
- Receive adequate and appropriate care within the capacity of the boarding home.