



## Contacting Your Long-Term Care Ombudsman

Call (202) 332-2275

OR VISIT

[www.theconsumervoice.org/  
get\\_help](http://www.theconsumervoice.org/get_help)



1. Click on your state
2. Search for your county



The National Consumer Voice for Quality Long-Term Care (Consumer Voice) advocates for public policies that support quality of life in long-term care settings and educates the public on the issues that matter most to consumers.

Consumer Voice represents consumers and advocates who define and achieve quality for people with long-term care needs. If you are a resident and would like to make a difference, contact us today to learn more about how you can bring about change!



**The National Consumer Voice  
for Quality Long-Term Care**  
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# Know Residents' Rights During a Nursing Home Closure

## Guaranteeing a Successful Transition



## What are your rights?

### You have a right to:

- Receive written notice of the closure at least 60 days in advance that also includes the facility's closure plan and where they will be transferring you
- Your needs, preferences, and choices honored
- An orientation by the facility to prepare you for a safe and orderly transfer
- Information shared with the receiving provider, such as care plan goals, discharge summary, special instructions, etc.

## What information should the notice include?

### The notice should include:

- Facility's closure plan, date of transfer, location of transfer
- Assurances that you will be transferred to the most appropriate facility or setting with comparable quality, services and location
- Information on resident's appeal rights, including information on how to obtain the appeal form and help in submitting the appeal form
- Contact information for the Long-Term Care Ombudsman Program, who you can call if you have concerns or questions

## What should you take with you when you move?

### You should take the following items with you to your new home:

- ⇒ All medications
- ⇒ Complete medical record, including your comprehensive care plan
- ⇒ Personal funds with full accounting
- ⇒ Family or legal representative contact information
- ⇒ Legal papers, such as powers of attorney and advance directives
- ⇒ Personal property with inventory list
  - How will the property be transferred?
  - Who will pay the cost?
  - Will your phone service change?
- ⇒ Identification



## What are signs of transfer trauma and how can you mitigate it?

### Signs of transfer trauma include:

- *Mood symptoms:* feeling sad, angry irritable, depressed, anxious or tearful
- *Behavior-related symptoms:* combativeness, screaming, complaining, wandering, shutting down, withdrawing, refusing care, isolating, and refusing to take medications
- *Physiological symptoms:* confusion, pain, falling, rapid heartbeat from anxiety, sleeplessness, poor appetite, weight loss or gain, sudden irritable bowel syndrome, indigestion, or nausea

As a family member, you can help prevent transfer trauma by ensuring that residents are involved in the process of selecting their transferring facility and making sure all of their belongings go with them. Try to orient your loved one to their new home. If possible, try to relocate them to a facility where their friends are also going.

### Where can you go for help during a nursing home closure?

- Your Local or State Long-Term Care Ombudsman
- Your State's Survey Agency
- Your State's Protection & Advocacy Agency