



# Do you have a **LOVED ONE** in a nursing or an adult care home ?

Long-term care facility residents have been severely impacted by COVID-19.

Guidance provided by the [Centers for Medicare & Medicaid Services \(CMS\)](#) and the [Centers for Disease Control and Prevention \(CDC\)](#) shows an ongoing commitment to helping protect residents from COVID-19 while trying to keep them connected with their families and loved ones even during these difficult times.

If you have questions about your loved one's rights or feel they are unable to exercise these rights, please contact your [Regional Long-Term Care Ombudsman](#).

***NCDHHS Resources and Guidance***  
[Adult Care Home Guidance](#)  
[Holiday Visitation](#)  
[Visitation, Communal Dining and Outdoor Activities](#)



NC DEPARTMENT OF  
**HEALTH AND  
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## ***Residents' Bill of Rights***

Residents have [rights](#) guaranteed by federal and state law regarding being treated with consideration and respect and in recognition of their personal dignity and individuality. Rights include visitation in accordance with public health and regulatory guidance, care that is adequate, appropriate and in compliance with relevant federal and state statutes, and new protocols enacted based on current conditions.

## ***Guidance for Families on Visitation and Addressing Concerns***

Family members, the best advocates for their loved ones, should address questions and concerns about visitation directly with the facility administrator or director of nursing. Ask the facility about their visitation policy and the procedures for communicating those policies to residents and families, including when there are changes in procedures. Additional guidance has been provided by the North Carolina Department of Health and Human Services (NCDHHS), with links at the bottom of this page.

Understanding that facilities must balance residents' rights for visitation with safety, some new protocols may impact facilities' ability to enable visitation. Working together to ensure understanding and seeing that residents' rights are being honored will ensure residents' health and well-being during COVID-19 and beyond.

## ***Long-Term Care Ombudsman***

Families can access the Long-term Care Ombudsman program, which provides an advocate for residents of long-term care facilities who can assist in helping them exercise their rights. The ombudsman works to resolve grievances between residents, families and facilities.

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