

## *Licensing and regulations: What are Resident Rights?*

These are statements intended to protect the wants, desires and preferences of older adults or of people who may be vulnerable to the wishes or actions of other people.

These rights must be followed by all licensed as well as non-licensed caregivers as well as family, friends or visitors.

An older adult's first line of defense regarding their rights is the management or owners of an agency or business serving them. Any senior, family member, caregiver, or any member of the general public can file a concern with the Ombudsman's office in the county where the older adult lives. The Ombudsman's primary responsibility is to ensure the rights of every resident or any older adult who may be receiving care from another person.

For a listing of Ombudsman offices:

[Complaints and Advocacy](#)

In instances where a vulnerable older adult is placed at risk of harm or injury, Adult Protective Services should be contacted.

[Complaints and Advocacy](#)

Resident rights are intended to protect older adults who may be medically or mentally fragile, or who may be susceptible to unfair business practices, or who may be at risk of abuse from others.

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