

# Dignity and Respect



**MILTCOP**

MICHIGAN LONG TERM CARE  
OMBUDSMAN PROGRAM

## ***F550 Resident Rights***

**A facility must treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident's individuality.**

### **How to engage the residents at a Resident Council Meeting:**

- ⇒ Dignity and respect is different to each individual person. What does it mean to you?
- ⇒ Do staff treat you with kindness and patience? Do they speak with you in a respectful way and listen to you?
- ⇒ Does the staff introduce themselves and call you by your preferred name?
- ⇒ Do you feel you are a part of the community and that you have value?
- ⇒ What you can do to help others understand what is respectful to you
  - Tell someone you trust how you feel (staff, family, friend, ombudsman).
  - Make sure what is important to you is included in your care plan.
- ⇒ Remember, people don't know how you want to be treated unless you tell them.

Dignity is a basic human need. It is our sense of self-worth, respect and esteem. Preserving dignity in another person means respecting their whole self and caregiving in a way that acknowledges the resident's choices and individuality and showing respect for the feelings, wishes, rights or traditions of others.

### **Examples of treating residents with dignity and respect include:**

- **Encouraging and assisting residents to dress in their own clothes**
- **Protecting and valuing residents' private space (for example, knocking on doors and requesting permission before entering, closing doors as requested by the resident)**
- **Residents should not be excluded from conversations during activities or when care is being provided**
- **Avoid using disposable cutlery and dishware and using bibs or clothing protectors instead of napkins**