

# VISITATION RIGHTS



**Have you been  
prevented  
from entering  
a care facility  
due to COVID-19  
concerns?**

# DENIED VISITATION RIGHTS?

HAVE YOU BEEN DENIED ENTRY AT A CARE FACILITY DUE TO COVID CONCERNS?

## DOWNLOAD THIS CRITICAL RESOURCE SHEET AND SHOW IT TO YOUR CARE FACILITY

The Centers for Medicare & Medicaid Services (CMS) have incorporated visitation rights into federal law. Facilities which fail to comply with these rules are at risk of losing their CMS funding. The resource sheet can be found here: [halovoice.org/visitation-rights-during-covid-19-pdf/](https://halovoice.org/visitation-rights-during-covid-19-pdf/)

## REACH OUT TO YOUR STATE'S DEPARTMENT OF HEALTH AND/OR LONG TERM CARE OMBUDSMAN OFFICE.

Staff at these offices work to advocate for residents of long-term care facilities, and to investigate and resolve complaints.

## FILE A COMPLAINT WITH THE OFFICE OF CIVIL RIGHTS.

The Office of Civil Rights (OCR) is a federal agency that investigates complaints of discrimination. Your complaint must be filed in writing by fax, e-mail, mail or online. Complaints must follow a specific format. To learn more, visit their online complaint portal at [hhs.gov/civil-rights/filing-a-complaint/](https://hhs.gov/civil-rights/filing-a-complaint/)

If you have specific questions, you can reach out to the OCR's Customer Response Center

Phone: 1-800-368-1019 | E-mail: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)



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