



PROTECTING THE RIGHTS, AND VOICING CONCERNS, OF RESIDENTS IN LONG-TERM CARE

The **Long-Term Care Ombudsman Program** of the United Way Area Agency on Aging advocates for residents of nursing homes, boarding homes and assisted living facilities in Jefferson County. An Ombudsman works with residents as well as their families to resolve questions or problems that residents may be experiencing at their facilities. An Ombudsman also strives to bring about policy changes at the local, state and national levels that will improve residents' overall care and quality of life. You can call **1-800-AGE-LINE** confidentially at any time about matters such as quality of care, financial information, residents' rights, admission, transfer, discharge, Medicare and Medicaid.



ADVOCATING FOR A BETTER QUALITY OF LIFE

The Long-Term Care Ombudsman program provides a sounding board for residents of long-term care facilities and works in a variety of ways to improve their quality of life. Your Ombudsman:

- Is here to listen to, and speak up for, long-term care residents and their families
- Investigates residents' concerns and complaints
- Always treats conversations confidentially
- Works with facilities to resolve issues on behalf of residents
- Strives to help residents and facilities reach agreements that are consistent with residents' rights and facilities' responsibilities
- Makes unannounced visits to long-term care facilities and boarding homes to monitor the quality and consistency of care throughout Jefferson County
- Educates facility staff on many issues, including responsibilities, regulations and areas for improvement
- Provides these services free of charge



For more information on what the Long-Term Care Ombudsman Program can do for you or someone you care about, call
1-800-AGE-LINE (1-800-243-5463) or visit:
www.uwaaa.org

