

# FLORIDA'S ELDERS NEED YOUR HELP.

*Your 2 cents worth can  
make a difference in a  
long-term care resident's life.*

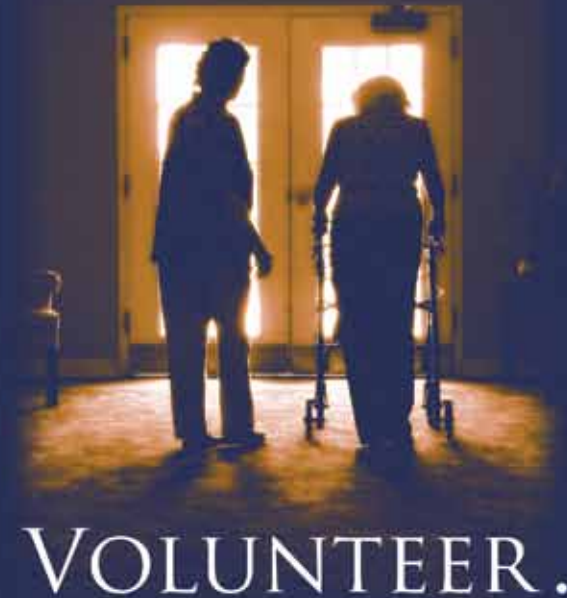
Florida's Long-Term Care  
**OMBUDSMAN PROGRAM**  
*Our 2 cents is no small change*

To make a difference,  
call toll-free

**1-888-831-0404**

State Office Headquarters  
4040 Esplanade Way  
Tallahassee, FL 32399-7000  
Fax: 1-850-414-2377

<http://ombudsman.myflorida.com>



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*Our ombudsmen* are often praised for their dedication and hard work, but some of the most rewarding accolades come in the form of personal notes of gratitude from the residents and families we have helped.

## A SAMPLING

"I wanted to thank you for your help with my mom... she had nothing but praise for you. I am grateful for your interest and help. Again, thanks to you and your program."

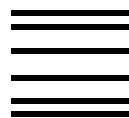
"I am writing this to thank you for your care, and from the bottom of my heart I sincerely am grateful to have you on my side. You don't know how it made me feel to see you here. Thank you for your time and everything you've done for me."

*"Thank you for your kindness  
and truly helpful spirit.  
You gave me hope!"*

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO 113 TALLAHASSEE, FL

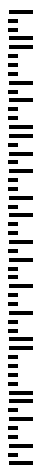
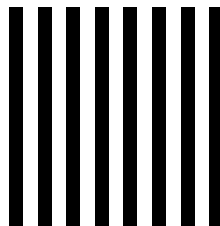
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**FLORIDA LONG TERM CARE OMBUDSMAN PROGRAM**

4040 ESPLANADE WAY  
TALLAHASSEE, FL 32399-9863



Our **2** cents is no small change

## FLORIDA'S LONG-TERM CARE OMBUDSMAN PROGRAM

is a federal and state mandated organization seeking to improve the lives of Florida's elders by ensuring the health, safety, welfare and rights of long-term care facility residents.

## PROTECTING OUR ELDERS

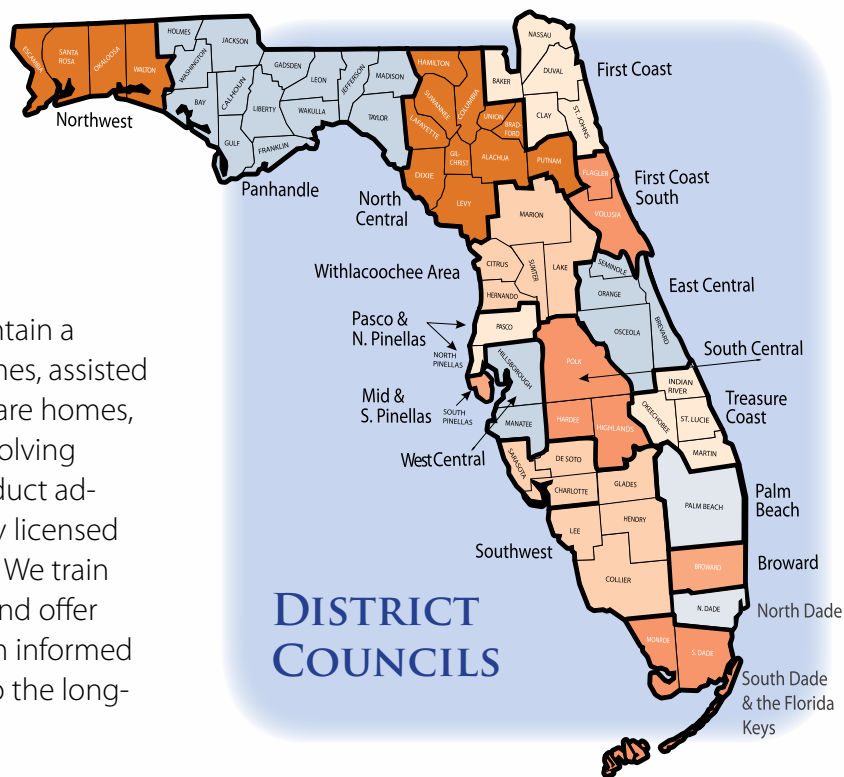
Our volunteer ombudsmen maintain a presence in Florida's nursing homes, assisted living facilities and adult family care homes, identifying, investigating and resolving residents' concerns. We also conduct administrative assessments of every licensed long-term care facility in Florida. We train and certify our volunteer corps and offer continuing training to keep them informed of laws and policies pertaining to the long-term care residents they serve.

## ADVOCATING FOR RESIDENTS' RIGHTS

When an individual is admitted to a long-term care facility, he or she is given a special set of residents' rights, which are set forth in federal and state law. These rights include, but are not limited to:

- The right to be treated with dignity
- The right to privacy (letters, calls, visitors)
- The right to be involved in care planning

Copies of these rights may be obtained by calling the ombudsman program or visiting its Web site. Long-term care facilities are also required by law to give every new resident a copy upon admission. We work year-round to make sure these rights are respected and upheld.



## PROVIDING A VOICE FOR RESIDENTS

Each year, ombudsmen advocate for thousands of long-term care residents in Florida. They have won numerous awards for their tireless dedication and exemplary work with the elder community. The program is comprised of 17 local councils throughout the state, each striving to serve local residents in the most personal, effective way possible.

## JOIN US!

We are seeking conscientious individuals who want to make a difference; all it takes is a caring spirit, a willingness to learn and a little time and energy. If you would like to learn more, please fill out the card in this brochure to request an application.

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**CALL TOLL-FREE**

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**VISIT ONLINE**

<http://ombudsman.myflorida.com>

**YES! I'M INTERESTED IN BECOMING AN OMBUDSMAN.**

Fill out and mail this panel to receive information about becoming an ombudsman.

My Contact Information	
Name:	
County:	
Street Address:	
Apartment or Lot #	
City, State Zip:	
Phone Number:	
Email Address:	

How did you hear about us?

- Word of mouth
- Newspaper article
- Radio or TV news story
- Advertisement
- Group Presentation
- Other \_\_\_\_\_