

Florida's Long-Term Care  
**OMBUDSMAN PROGRAM**

*Our 2 cents is no small change*

**DO YOU LIVE IN A  
NURSING HOME,  
ASSISTED LIVING FACILITY OR  
ADULT FAMILY-CARE HOME  
AND NEED HELP?**



**CALL YOUR OMBUDSMAN  
TOLL-FREE**

**1-888-831-0404**

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Advocating for residents who live in nursing homes,  
assisted living facilities and adult family-care homes.

**1-888-831-0404**

[ltpcopinformer@elderaffairs.org](mailto:ltpcopinformer@elderaffairs.org)  
<http://ombudsman.myflorida.com>



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## **WHAT ARE RESIDENTS' RIGHTS?**

When individuals enter long-term care facilities, they keep all their rights as citizens and gain a special set of residents' rights as set forth in state and federal law. Facilities must post a copy of these rights in an area that is easily accessible to residents, and they must also provide a copy to each resident upon admission. If you are told a copy is not available, call your local ombudsman office.

## **WHAT DO OMBUDSMEN DO?**

An ombudsman is an advocate who has authority under Florida law to identify, investigate and resolve complaints made by, or on behalf of, long-term care facility residents. Our priority is to protect the rights of people in long-term care settings, like nursing homes, assisted living facilities and adult family-care homes and ensure that residents receive fair treatment and appropriate care.

## **HOW DO I FILE A COMPLAINT?**

Write to: Ombudsman Program

4040 Esplanade Way

Tallahassee, FL 32399-7000

Call Toll-free: **1-888-831-0404**

Visit online: <http://ombudsman.myflorida.com>

Email: [ltcopinformer@elderaffairs.org](mailto:ltcopinformer@elderaffairs.org)



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