



## WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

We are a group of volunteers working to improve the quality of life and care for people who live in licensed long-term care facilities such as nursing homes, assisted living facilities, and adult family care homes throughout Florida.

## WHO CAN USE THE PROGRAM'S SERVICES?

- Residents of long-term care facilities;
- Relatives and friends of residents;
- Concerned facility administrators and employees; and
- Any person or group who has a concern about a resident.



ADVOCATING FOR QUALITY LONG-TERM CARE

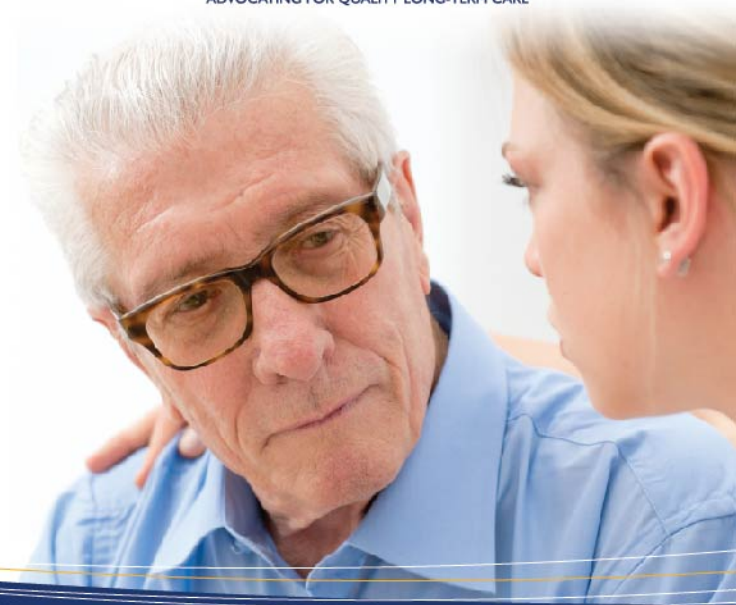


ADVOCATING FOR QUALITY LONG-TERM CARE

To make a difference, call toll-free  
**1-888-831-0404**

To file a complaint:  
**Itcopinformer@elderaffairs.org**

**Central Office**  
4040 Esplanade Way  
Tallahassee, FL 32399-7000



## CONCERNED ABOUT YOUR QUALITY OF LIFE? WE CAN HELP.

An ombudsman is someone who cares and wants to help. If you have questions or concerns about the care you are receiving in a long-term care setting, please contact the Long-Term Care Ombudsman Program. Your information will be kept confidential, and the program's services are provided at no cost.



Visit our website:  
**ombudsman.myflorida.com**

## WHAT DOES AN OMBUDSMAN DO?

An ombudsman is a specially trained and certified volunteer who identifies, investigates, and resolves complaints made by, or on behalf of, long-term care facility residents. Our mission is to improve the quality of life for all Florida long-term care residents by doing the following:

- Identifying, investigating, and resolving complaints;
- Educating residents, families, and staff about residents' rights;
- Providing public information about long-term care facilities; and
- Helping to establish resident and family councils.



## 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 federal and state 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 the ombudsman program at 1-888-831-0404.

## WHAT KINDS OF COMPLAINTS CAN BE INVESTIGATED?

Complaints may be made about persons or facilities that are in a position to interfere with the rights, health, safety, and/or welfare of one or more long-term care facility residents. We regularly investigate complaints ranging from issues of medication administration and meals to basic matters of dignity and respect.

## HOW DO I FILE A COMPLAINT?

You may file a complaint in writing, by phone, or email. When you contact the office, we will obtain the details of your concerns and, if appropriate, assign a case to a volunteer ombudsman for further investigation. After thoroughly investigating your concerns, we will take appropriate action to resolve the problem.



## DO I HAVE TO GIVE MY NAME?

No; however, the program may need to contact you to gather more information to thoroughly address your concerns. The name of the resident and the person making the complaint, along with all other information about the complaint, will be kept confidential unless legally authorized individuals give the program permission to disclose the information.

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