

RECORDED TELEPHONE MESSAGE EXAMPLES

It is the policy of the Office of the State Long-Term Care Ombudsman (OSLTCO) that all local Ombudsman Programs should have people answer telephones during business hours. This may be accomplished by using paid staff and/or volunteer ombudsman representatives.

Following are sample telephone messages:

1. Telephone Message - Regular business day

This message is intended to assist programs that have phones that roll over to an answering service or voice mail when the **incoming lines are busy**.

"Thank you for calling the Long-Term Care Ombudsman Program. We are unable to take your call at this time. After the tone, please leave a message and include your name, telephone number, facility name, and your concern. We will return your call as soon as possible. If you are in immediate danger, please hang up and call 911. If you are calling about a crisis in a long-term care facility that requires immediate assistance, call the State CRISISline at 1-800-231-4024. All calls are confidential."

2. Telephone Message - Regular business day when program staff are not available because of a staff meeting or staffing emergencies

The Office of the State Long-Term Care Ombudsman **must be notified prior to** use of messages for this purpose if calls will not be answered for four hours or longer. Please call the OSLTCO at (916) 419-7510 and leave a name and telephone number that the OSLTCO can call regarding emergencies in your area.

"Thank you for calling the Long-Term Care Ombudsman Program. We will be unavailable to answer the telephone _____ (day) until _____ (time). After the tone, please leave your name, telephone number, facility name, and your concern. We will return your call when we return to the office. If you feel you are in immediate danger, hang-up and call 911. If you are calling about a crisis in a long-term care facility that requires immediate assistance, call the State CRISISline at 1-800-231-4024. All calls are confidential."

3. Telephone message - After Business Hours, Weekends

“Thank you for calling the Long-Term Care Ombudsman Program. Our business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. After the beep, please leave your name, telephone number, facility name, and your concern. We will return your call on the next business day.” If you feel you are in immediate danger, please hang up and call 911. If you are calling about a crisis in a long-term care facility, and you need immediate assistance, please call the State CRISISline at 1-800-231-4024. All calls are confidential.”

4. Telephone Message - Holidays

“Thank you for calling the Ombudsman program. Our office is closed in observance of _____ (name of holiday). We will return to the office on _____ (name of day and date), and will return your call at that time. After the tone, please leave your name, telephone number, the facility name, and your concern. If you are in immediate danger, please hang-up and call 911. If you are calling about a crisis in a long-term care facility, and you need immediate assistance, please call the State CRISISline at 1-800-231-4024. All calls are confidential. ”