

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

We are a group of concerned local citizens 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.

## CONTACT US TODAY.

Call toll-free

**1-888-831-0404**

or visit

<http://ombudsman.myflorida.com>

online.

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



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## WHO CAN USE THE PROGRAM'S SERVICES?

- *Residents of long-term care facilities*
- *Relatives and friends of residents*
- *Concerned facility administrators and employees*
- *Any person or group concerned about residents' treatment*



## 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.



## WHAT DO OMBUDSMEN DO?

An ombudsman is a specially trained and certified volunteer 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 long-term care residents and ensure that residents receive fair treatment and appropriate care by:

- *Identifying, investigating, and resolving complaints*
- *Ensuring residents are receiving legal, financial, social and rehabilitative services to which they are entitled*
- *Educating residents, families and staff about residents' rights*
- *Providing public information about long-term care facilities*
- *Helping to establish resident and family councils*
- *Working to change laws, regulations and policies affecting residents*

## WHAT KINDS OF COMPLAINTS CAN BE INVESTIGATED?

Complaints may be made about persons or institutions that are in a position to threaten or 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 billing to basic matters of dignity and respect.

## 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 your local ombudsman council at 1-888-831-0404.



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## HOW DO I FILE A COMPLAINT?

You may file a complaint in writing, by phone, online or in person. When you contact the office, we will obtain the details of your concerns and, if appropriate, assign a case to a volunteer ombudsman within five working days 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, it is better if the program may contact you for more information as needed. The names of the resident and the person making the complaint and all relevant details will be kept confidential unless the complainant or resident gives the program permission to disclose the information.

