

1-800-815-0015

**Reasons for Volunteer Ombudsmen to
call the Board on Aging and Long Term Care
Ombudsman Program Intake Line**

Notify BOALTC when:

- A resident requests to speak with the Ombudsman.
- There is a suspected and/or reported situation of physical, sexual, verbal or financial mistreatment involving a resident.
- There is a suspected and/or reported injury or accident with unsatisfactory resolution according to a resident.
- There is suspected and/or reported retaliation against a resident.
- There is a dangerous nursing home condition presenting a hazard to the residents and /or conditions which have not been addressed by nursing home staff.
- A resident expresses dissatisfaction with the use of restraints/restrictions.
- A resident reports being notified that he or she is going to be discharged against their wishes.
- A resident reports that he or she is being denied visitors.
- You observe anything out of the ordinary which might present a risk to the health, well-being, and safety of a resident.

Please remember to indicate if the resident gave permission or not to share concerns with nursing home staff in your message on the intake line.