

## What Kinds of Issues are Handled?

The Ombudsman program can assist in resolving concerns about all aspects of long-term care including abuse, neglect, restraints, dietary, activities, staffing, environment, policies, social services, access to information, and more.

## Who Can Contact an Ombudsman?

Anyone can call the Ombudsman to voice a concern or obtain information about long-term care facilities. You have the legal right to express concerns without fear of retaliation.

- ✿ Residents, their families, and friends
- ✿ Staff at facilities or community agencies
- ✿ Anyone who has questions or concerns about the rights of long-term care residents or suspects that someone in a long-term care setting is not receiving proper care

**Residents have many rights that are guaranteed by federal and state law. An Ombudsman can help you to protect these rights. You may contact us whenever you have questions or problems. The Ombudsman program offers a safe and confidential way to voice concerns and complaints.**

Revised July, 2015

## Our Services are Provided at No Charge

Our services are confidential and provided at no charge. However, your tax-deductible contributions are gratefully accepted and help to support additional services to benefit our community's long-term care residents.

Established under the Older Americans Act, the Long-Term Care Ombudsman program serves residents in long-term care facilities. Ombudsmen are mandated to identify, investigate, and resolve complaints made by, or on behalf of, persons in nursing homes or assisted living facilities.

**EL DORADO COUNTY**  
AREA AGENCY ON AGING

**Long-Term Care Ombudsman  
Health & Human Services Agency**  
937 Spring Street  
Placerville, CA 95667  
[www.edcgov.us/government/humanservices/senior\\_services](http://www.edcgov.us/government/humanservices/senior_services)



Phone: 530.621.6271  
Toll-free: 800.510.2020  
Fax: 530.653.2197



Statewide CRISISline: 800.231.4024  
24 hours a day, 7 days a week

# Ombudsman

**LONG-TERM CARE**  
A VOICE FOR RESIDENTS



**EL DORADO COUNTY**  
AREA AGENCY ON AGING



**Protecting, Advocating, & Promoting  
Residents' Rights**

*An Area Agency on Aging Serving El Dorado County*

**530.621.6271**

Toll-free: **800.510.2020**

CRISISline: **800.231.4024**

*24 hours a day, 7 days a week*

## What is an Ombudsman?

*A* Long-Term Care Ombudsman is a specially trained and State-certified advocate who works to improve the quality of life and quality of care of residents living in long-term care facilities. The Ombudsman is a partner with and resource for residents and their families and is independent of the facility.

## How Does the Program Work?

*T*he Ombudsman program provides routine visits to long-term care facilities to talk to residents about their concerns and to monitor conditions in the facilities to ensure that the rights of residents are being honored and respected. When a complaint is brought to our attention, we make every reasonable effort to assist, represent, and intervene on behalf of the resident. We focus complaint resolution on the resident's wishes.

We are safe, confidential, and caring advocates who listen to residents, resolve problems, and make a difference in promoting and ensuring that residents receive fair treatment and appropriate care with priority on quality of life.

*A voice  
for  
residents*

## How Can an Ombudsman Help?

**Promotes** the civil and human rights of long-term care residents.

**Assists** residents to obtain needed services.

**Empowers** residents and families to advocate for themselves.

**Consults** with residents, families, and facilities to avoid problems, or solve them before they become crises.

**Investigates** and attempts to resolve concerns and complaints made by, or on behalf of, long-term care residents. This may include suspicions of abuse and neglect.

**Educates** consumers and the community about long-term care issues, provides technical assistance to providers, and promotes increased community involvement in long-term care facilities.

**Works** with resident and family councils, community organizations, and state and federal enforcement agencies to improve residents' quality of life.

**Seeks** a regular presence in all long-term care facilities. Identifies problem areas and advocates for change.

**Coordinates** efforts with other agencies and service providers.

## What are Resident's Rights?

*W*hen 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. Resident rights exist to promote and protect the health, safety, welfare, and quality of life of residents. Facilities must post a copy of these rights in an area that is easily accessible to residents and provide a copy to each resident upon admission.

*The word "OMBUDSMAN" is Swedish,  
meaning representative of the people.*



*Advocating for quality of care & quality of life*