

About the Long-Term Care *Ombudsman* Program

Direction Home Dover Area Agency on Aging believes all individuals living in long-term care facilities have the right to be treated with dignity and respect and receive quality care.

By law, residents of long-term care facilities have rights—and it's the responsibility of the Long-Term Care Ombudsman to make sure those rights are protected. The Long-Term Care Ombudsman Program can aid in protecting rights such as:

- To be free from physical, verbal, mental and emotional abuse
- To have prompt responses to all reasonable requests and questions
- To participate in decisions affecting your life and your care
- To be free of chemical and physical restraints, except under close supervision of a physician
- To confidential treatment of personal and medical records



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Direction Home Akron Canton is a private, nonprofit organization that helps individuals with functional disabilities make informed decisions about long-term, community-based care. We partner with managed-care organizations, hospitals, community leaders and government-funded entities to provide the resources needed to empower those seeking long-term care.

Are you looking for an *ADVOCATE?*



*Protecting the
rights of long-term
care residents!*

Contact the
*Long-Term Care
Ombudsman*

How we serve *You*

The Long-Term Care Ombudsman Program staff offers assistance in the following areas:

- **Complaint Investigation:** The Ombudsmen investigates and works to resolve any care complaints including food service, inadequate hygiene, abuse and neglect, and discharge.
- **Consumer Advocacy:** The Ombudsmen educates the community on long-term care issues. They also provide information and problem solving assistance relating to Medicaid and Medicare as well as other state and federal benefits.
- **Long-Term Care Selection Assistance:** The Ombudsmen provide valuable information on nursing home, adult care facility or assisted living facility selection.
- **Transition Coordination:** The Ombudsmen assist residents transition from the nursing home to a community setting utilizing HOME Choice resources.

Become a *Volunteer* *Ombudsman*

A critical component of the Ombudsman program is our volunteers who assist in monitoring the quality of long-term care services throughout the area.

Ombudsman volunteers maintain a visible presence in long-term care facilities by visiting, talking with the residents and their families, observing conditions and resolving simple complaints.

Training sessions for volunteers are held routinely and cover a wide variety of topics including resident rights, aging sensitivity, and the long-term care system overview.

*You can make a
difference.
Join our volunteer
team today!*

*Long-term care
residents have rights!*



For more information or help with a problem or concern call your ombudsman today at 330-364-3465 or visit www.services4aging.org