

RESIDENT

Bill of Rights

Residents have many rights that are guaranteed by federal and state law. An Ombudsman can help you to protect these rights. This includes the:

- Right to self-determination
- Right to be treated with dignity, respect, and consideration
- Right to be free from the use of chemical and physical restraints
- Right to be free from abuse, neglect, and exploitation
- Right to participate in planning of care and treatment
- Right to know about services and financial charges
- Right to express grievances without fear of retaliation
- Right to privacy in written and telephone communications, visits, financial and personal affairs, and medical care



Ombudsman 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.



937 Spring Street, Placerville, CA 95667

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

EL DORADO COUNTY Long-Term Care Ombudsman Program

RESIDENT
ADVOCACY
SERVICES




Resident advocates for individuals living in nursing homes and assisted living facilities in El Dorado County.



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

What is a Long-Term Care Ombudsman

RESIDENT ADVOCATE 

A Long-Term Care Ombudsman is a resident advocate who promotes a person-centered approach putting the resident at the heart of all care decisions and giving them a voice. Ombudsmen do not regulate long-term care facilities, but do work with residents, resident representatives, and providers to resolve problems.

Who Should Contact an Ombudsman?

VOICE A CONCERN. GET INFORMATION.

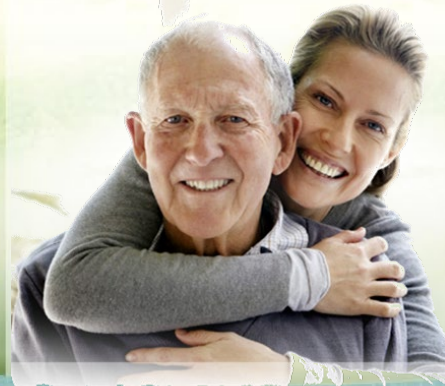
Anyone who has questions or concerns about the care and treatment a resident is receiving should contact an Ombudsman. However, Ombudsmen only take action with the consent of the resident or their representative.

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

What Do Ombudsmen Do?

ADVOCATE. EDUCATE. EMPOWER.

- Empower residents to resolve concerns on their own behalf
- Inform residents about their rights
- Listen to residents and family members when they have concerns or issues arise
- Play a vital role in assuring resident care and family members' peace of mind
- Regularly visit care facilities to meet with residents and monitor conditions
- Investigate complaints and work to resolve problems
- Identify problem areas in facilities and advocate for change
- Work with family and resident councils
- Educate the community about long-term care issues
- Coordinate efforts with other agencies and service providers



Ombudsman

(Om'-budz-man): One who speaks on behalf of another.

Volunteer Your Time

MAKE A DIFFERENCE.

The success of the Ombudsman Program depends on the commitment and compassion of volunteers. They are the heart of the program. Help improve the quality of life and care for residents in a facility near you. We provide education, tools, and ongoing support. Volunteers are trained professionals who are certified by the State of California.

What Should I Do If I Have a Complaint?

SPEAK UP. GET HELP.

- First, we suggest that you address your concern with the service provider.
- If you are unable to solve the problem yourself, the Ombudsman can help. You will be treated confidentially. You control the extent of our involvement.
- The Ombudsman paves the way for solutions to problems.
- The Ombudsman handles complaints as a liaison voicing the needs and concerns of residents.