

Do you or someone you know live in a nursing home or assisted living facility?

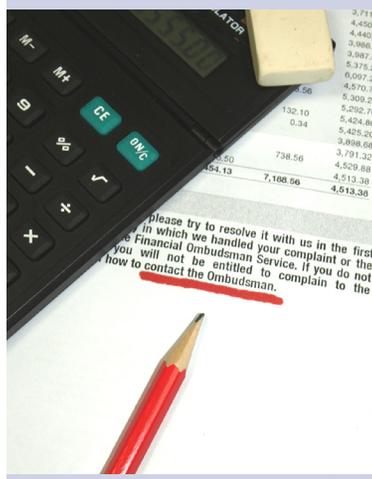


Are you **concerned** with the quality of care in the home?

Do you have any **complaints** about the home?

Do you have **questions about financing** nursing home care?

Do you have **general questions** about nursing homes or assisted living facilities?



CONTACT

410-638-3025

harfordcountymd.gov/services/aging

Serving all people regardless of race, ethnic origin, creed, income, or physical ability.

Advocating for the rights of nursing home and assisted living residents.

THE LONG TERM CARE OMBUDSMAN PROGRAM

of Harford County

A free and confidential service.



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WHAT IS AN OMBUDSMAN?

The Ombudsman is a person appointed to **receive complaints** from individuals about problems or abuses.

The Ombudsman **investigates complaints**, reports findings and works to settle disputes fairly.

The Ombudsman is an **objective listener**, a **mediator** and an **advocate** for the resident.

The Ombudsman works to **defend the rights of residents** in nursing homes and assisted living facilities.

WHO CAN USE AN OMBUDSMAN'S SERVICES?

Residents of any nursing home or assisted living facility.

A **Family Member** or **Friend** of a nursing home or assisted living resident.

An **Employee** on behalf of a resident.

Any **Individual** or **Citizen's Group** interested in the welfare of residents.

Individuals and **Families** who are considering long-term care placement.

**/om·buds·man/
noun**

a person (such as a government official or an employee) who investigates complaints and tries to deal with problems fairly

THE OMBUDSMAN PROGRAM CAN:

Provide a channel to express concerns while preserving one's privacy.

Help to **Resolve** concerns and problems, and encourage self-advocacy.

Advocate on behalf of a resident of a nursing home or assisted living facility.

Educate interested persons about nursing homes, assisted living facilities, regulations governing them and the rights of residents.

Work together with interested persons to improve the quality of life for residents in long-term care facilities.

Provide information and referral services regarding long-term care.

Promote the development of citizen organizations, family councils and resident councils.