

Vermont Long Term Care Ombudsman Project

Vermont Ombudsman Project
Vermont Legal Aid, Inc.
P.O. Box 1367
Burlington, Vermont 05402
V/TTY 1-800-889-2047
www.vtlegalaid.org
www.vtlawhelp.org

It is our mission to protect the rights and improve the quality of care and quality of life of people who receive long term care in Vermont.

**You have the right to quality care!
You have the right to voice your concerns**

**We Can Help.
1-800-889-2047**

The Vermont Long Term Care Ombudsman Project is a special project of Vermont Legal Aid

Do you have questions about:

Home Based Long Term Care

Nursing Homes

Residential Care Homes

Assisted Living Residences

**Call toll free for the name and
number of your local ombudsman
1-800-889-2047**

Who can we help?

- People who receive home based long term care through Choices for Care
- Residents of any long term care facility and their friends or relatives and
- Staff or administrators of long term care facilities
- Care and service providers
- Anyone who wants to know more about long term care options
- Anyone who is concerned about the welfare of individuals receiving long term care or services in Vermont

OM - BUDS - MEN

Investigate specific problems and concerns people have about their long term care.

Help people make their own decisions about their care and services.

Visit people who receive long term care in their homes to talk about problems or answer questions about their care.

Visit long term care facilities regularly to talk with residents and monitor conditions.

Educate facility staff and other health care and service providers about the rights and concerns of people receiving long term care.

Identify problem areas in the long term care system and advocate for change.

Provide the public with information about long term care services and options.

How can we help?

If you receive home based long term care we can help if:

- Your request for care or services is denied
- You are told that you no longer qualify for help
- You have concerns about the quality of your care or services
- You can not find the care or services you need to help you stay at home

If you live in a long term care facility we can help with concerns about:

- Your care
- Privacy
- Transfer or discharge
- Your rights
- Roommates
- Food
- Finances

All communications are confidential. There is no charge for our services