

# DIRECTION HOME'S LONG-TERM CARE OMBUDSMAN PROGRAM

## ABOUT US

The important work the Direction Home Akron Canton Elder Rights team does is centered on the firm belief that all individuals living in long-term care facilities have the fundamental right to dignity, respect and quality care. We work tirelessly to protect the rights of older adults and individuals with disabilities through assistance with long-term care selection and transition coordination, as well as complaint investigation and consumer advocacy. With a presence in 200+ nursing homes, 140+ adult care centers and 150+ assisted living facilities, we have an in-depth understanding of the long-term care landscape and the challenges our consumers face. We can offer support with:

- Understanding Your Rights
- Resolving Complaints
- Advocating Against Involuntary Discharges
- Appealing Care Denials or Reductions



## FREE LONG-TERM CARE SELECTION ASSISTANCE

We can help you make an informed choice when selecting a nursing home or assisted living facility. Our staff are here to help you make decisions during difficult and emotional times. We can help with:

- Selecting facilities that meet your needs
- Selection based on quality measures including:
  - ✓ Ombudsman Verified Complaints
  - ✓ Medicare Facility Star Ratings
  - ✓ Quality Data in Ohio's Long-Term Care Navigator

Uniontown Office: 800-421-7277, then press 4  
Dennison Office: 800-967-0615  
[www.dhad.org/elder-rights](http://www.dhad.org/elder-rights)





# ABOUT THE LONG-TERM CARE OMBUDSMAN

Do you need help finding the right long-term care services? Do you have a complaint about the quality of your care? Direction Home Akron Canton's Long-Term Care Ombudsman (LTCO) program can help protect your rights and ensure that you receive the best care possible. Our advocacy services are free and available to all consumers receiving long-term care at home, in a nursing home or assisted living facility, or in an adult care home.

The Long-Term Care Ombudsman Program offers help with:

- Investigating complaints and concerns
- Advocating for quality of life
- Assisting with choices

**BECAUSE BEING  
THERE MEANS  
BETTER CARE...**

## VOLUNTEER OR INTERN WITH US!

Our LTCO volunteers and interns are a critical part of our program's success. Volunteer ombudsmen help us maintain a regular, visible presence in nursing homes and assisted living homes by visiting and talking with residents and families, observing conditions and resolving complaints. We provide volunteers and interns thorough training on communication skills, how to protect and promote the rights of residents, and how the long-term care system operates.

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