



“When an ombudsman gets involved... it gets resolved!”

-A satisfied consumer



Are you looking for an advocate? Ombudsmen are here for **YOU.**

How an ombudsman can help you:

Listen to your concerns about care and help you find solutions.

Stand up for rights to make your own choices.

Teach community members about long-term care and resident rights.

Help you understand your care needs, compare providers, and know your options to pay for your care.

Support resident and family councils.

Visit facilities and residents regularly.

Work with policy-makers to create laws and regulations that help long-term care consumers.

Remember, ombudsmen services are free.



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Long-term care residents have rights!



Long-term care ombudsmen advocate for resident rights in nursing homes, assisted living, and groups homes located in Summit, Stark, Portage, and Wayne counties. Ombudsmen staff and volunteer ombudsmen associates visit all facilities at least quarterly and speak to residents to assure their needs are met and they are receiving quality care. Ombudsmen are resident-directed and work to resolve issues on behalf of residents.



<https://www.dhad.org/elder-rights>

How to connect with an ombudsman:

Report concerns about your health, safety, welfare, or rights by contacting your local ombudsman.

1-800-421-7277, Option 4
ombforms@dhad.org

What happens next?

1. An ombudsman representative will be assigned to work with you. They will call you to learn more about the situation and explain the help available to you.
2. Your ombudsman will visit you to review the facts and investigate the reasons the problem occurred.
3. Your ombudsman will speak with you about what they discovered, and work with you and the facility to resolve the complaint.
4. Your ombudsman will follow up to determine if the solution is working.

Is my information private?

Yes! Your information is private. Anyone may call the ombudsman to voice a concern or obtain information about long-term care. The ombudsman acts only with your consent, or in some cases, your legal representative.



MyCareOhio
Connecting Medicare + Medicaid

Ombudsmen can help you with concerns about any aspect of care available through MyCare Ohio. Ombudsmen provide information and investigate complaints impacting MyCare Ohio consumers.

Advocacy for Consumers of Home and Community -Based Services

Regional ombudsmen help people living in their own home by offering solutions for challenges with home care, transportation, and other support services.

Additional Resources

Ohio's Long-Term Care Quality Navigator
www.aging.ohio.gov

**Direction Home Akron Canton Area Agency on
Aging and Disabilities**
www.dhad.org