

## About the Long-Term Care Ombudsman Program

All individuals living in long-term care facilities have the right to be treated with dignity and respect and receive quality care.

By law, residents of long-term care facilities have rights. It is the responsibility of the Long-Term Care Ombudsmen to make sure those rights are protected. The Long-Term Care Ombudsman Program aids in protecting rights. Among those rights are:

- **To be free from physical, verbal, mental and emotional abuse**
- **To have prompt responses to all reasonable requests and questions**
- **To participate in decisions affecting your life and your care**
- **To be free of chemical and physical restraints, except under close supervision of a physician**
- **To have confidential treatment of personal and medical records**

**Protecting the  
rights of long-term  
care residents!**



**DIRECTION HOME**  
AKRON CANTON AREA AGENCY ON AGING & DISABILITIES



**ombudsman**

Expect Excellence in Your Care

### The Long-Term Care Ombudsman Program

sponsored by  
Direction Home Area Agency on  
Aging & Disabilities

Uniontown Office:  
800-421-7277 ext. 8201

[www.DHAD.org](http://www.DHAD.org)

Direction Home Area Agency on Aging and Disabilities is a private, nonprofit organization that helps older adults, people with disabilities, and caregivers make informed decisions about long-term, community based care.

**We provide individuals with choices  
to age independently where they  
choose to call home.**

**"Being there means better  
care!"**

-Sam McCoy, Senior Vice President  
of Elder Rights



Are you looking  
for an **ADVOCATE?**

Contact the  
**Long-Term Care Ombudsman**  
Sponsored by Direction Home  
Area Agency on Aging & Disabilities



## How We Serve You

The Long-Term Care Ombudsman Program, sponsored by Direction Home Akron Canton Area Agency on Aging & Disabilities offers assistance in the following areas:

- **Complaint Investigation and Resolution** including food service, inadequate hygiene, abuse and neglect, discharge, and more.
- **Consumer Advocacy** including community education, legislative actions, and public policy intervention for long-term care issues.
- **Long-Term Care Selection Assistance** for nursing homes, adult care facilities, or assisted living facilities.
- **Information and Assistance** regarding Medicare and Medicaid, as well as all aspects of care and services in facilities and the community.

## Become a Volunteer Ombudsman

A critical component of the Ombudsman program is our volunteers who assist in monitoring the quality of long-term care services throughout the region.

Ombudsman volunteers maintain a visible presence in long-term care facilities by visiting, talking with the residents and their families, observing conditions, and resolving simple complaints.

Training sessions for volunteers are held routinely and cover a wide variety of topics, including resident rights, aging sensitivity, and the long-term care system overview.

You can make a  
*difference.*  
Join our volunteer  
team today!

## Long-term care residents have rights!



**For more information or help with  
a problem or concern, call your  
Ombudsman today!**

**Portage, Stark, Summit, Wayne:  
800-421-7277 ext. 8201**

**[www.DHAD.org](http://www.DHAD.org)**