



Michigan Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program was created to help address the quality of care and quality of life experienced by residents who reside in licensed long-term care facilities such as nursing homes, homes for the aged and adult foster care facilities.

The Michigan Long-Term Care Program actively works to improve the long-term care system by representing the interests of long-term care residents and monitoring the development of federal, state, and local laws, regulations and policies. The program is authorized in the Older Americans Act and the Older Michigianians Act.

LOCAL OMBUDSMAN SERVICES

Local Ombudsman work with individual residents to resolve problems and promote high-quality care. They provide a community presence by routinely visiting residents of long-term care facilities and are skilled in providing the following:

- Explaining residents' rights
- Empowering residents to communicate their concerns individually or collectively
- Assisting in the resolution of resident concerns
- Promoting community education and awareness regarding long-term care issues
- Promoting the use of best practices
- Seeking solutions to identified problems within the long-term care system.

WHEN TO CALL AN OMBUDSMAN

- When you have unresolved questions or concerns about care in a facility
- When you have questions about your rights in a long-term care facility
- When you have questions on alternatives to nursing home care
- When you want to learn more about best practices and creative solutions to problems in long-term care settings
- When you are shopping for long-term care services
- When you have questions or need technical expertise on long-term care issues
- When you want to schedule a presentation on issues related to long-term care

For more information please call our toll free number: **1-866-485-9393**