

WHEN TO CONTACT US

Ombudsmen can help when you –

- Have concerns about care, quality of life, payment, or eligibility issues
- Have questions about your rights
- Cannot get the services, equipment, or supplies you need
- Are told that you have to leave the home against your wishes
- Want information on other long term care options
- Wish to schedule a presentation on long term care
- Want to learn about becoming an Ombudsman volunteer

Call to get **free** and
confidential help
1-866-485-9393

MLTCOP

**MICHIGAN LONG TERM CARE
OMBUDSMAN PROGRAM**



Advocates for Residents of
Nursing Homes,
Homes for the Aged, and
Adult Foster Care Homes

1-866-485-9393

MLTCOP@meji.org
www.MLTCOP.org



WHO WE ARE

The **Michigan Long Term Care Ombudsman Program** strives to improve the quality of care and quality of life for residents of nursing homes, homes for the aged, and adult foster care homes.

The Program has local ombudsmen located throughout the state. Ombudsmen make frequent visits to facilities and work directly with residents to resolve their problems.

Ombudsmen use the knowledge they gain at the local level to educate policy makers and the public and promote improvements in the long term care system.

The Michigan Long Term Care Ombudsman Program is funded by the federal and state government. There is no cost to residents or families for ombudsman services.

WHAT WE DO

Ombudsmen are advocates who empower and support residents by–

- **Protecting** residents' rights
 - **Promoting** dignity and choice
 - **Meeting** privately with residents
 - **Assisting** residents to identify and resolve concerns
 - **Helping** residents to file complaints and appeals
 - **Connecting** residents to legal and community resources
 - **Clarifying** policies, rules, and regulations
 - **Providing** education on long term care
 - **Encouraging** innovation and quality
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