

**MAKE A DIFFERENCE!**  
**Volunteer to be an Ombudsman**

**FACT**

*Sixty percent of consumers residing in long-term care facilities never receive a visitor.*

**FACT**

*An Ombudsman's visible presence in long-term care facilities improves quality of care.*

*Ombudsman is a Swedish word meaning Citizen Representative.*

Have you ever had a question or needed something and didn't know where to turn?

What if a familiar face showed up on a regular basis to offer help?

As an Ombudsman, you could be that familiar face for a person living in a nursing home or personal care home.

If you enjoy visiting with and assisting others, and have one or two hours a week you'd like to donate, consider joining the Ombudsman Team.

Ombudsmen are trained advocates for consumers of long-term care services who can help with consumer/family visitation, consumer education, and who can serve as mentors and volunteer team leaders.

**After completing training, you may:**

- Visit with consumers of long-term care services
- Educate consumers, families, and long-term care providers of their rights
- Identify concerns and assist with resolution

**TO VOLUNTEER OR TO LEARN MORE:**  
Contact the Central Office

# Ombudsman Program

Office Open Monday – Friday  
8:00 am to 4:30 pm

**Central Office:**

**Human Services Center**  
**1430 Dekalb St., Box 311**  
**Norristown, PA 19404-0311**  
**(610) 278-3601**  
**Fax (610) 278-3769**

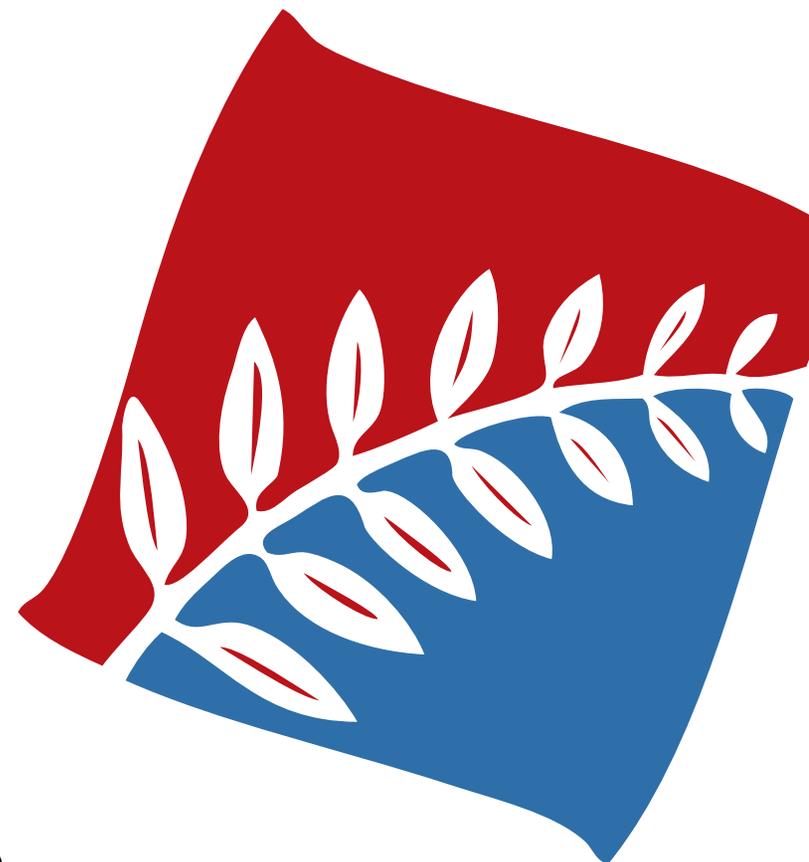
**ELDER ABUSE HOTLINE**

To report a case of suspected elder abuse to Protective Services, call **1-800-734-2020**



**Montgomery County Board of Commissioners**

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[www.montcopa.org/mcaas](http://www.montcopa.org/mcaas)

## OMBUDSMAN PROGRAM

A service of the Montgomery County Office of Aging & Adult Services

### What is an Ombudsman?

- A trained individual who can help if you have a complaint or problem with any long-term care service
- A source to provide information about your rights as a consumer and assistance in exercising those rights
- An advocate for high standards of quality of care who promotes strict enforcement of those standards
- A promoter of the highest quality of life for care-dependent Pennsylvanians
- A consumer representative who works within the legislative and rule-making process to improve long-term care services throughout the state
- A person who assists long-term care consumers in pursuing remedies to their problems

### Who uses the Ombudsman?

- Residents of nursing homes, personal care homes, and assisted living residences
- Individuals receiving long-term care services in their homes and community
- Families and friends of individuals who live in nursing homes, personal care homes, and assisted living residences
- Staff of long-term care facilities
- Government agencies

### What kinds of issues are handled?

- Questions about billing and charges, including those covered by Medicare and Medicaid
- Concerns about the quality of care or treatment from a long-term care service provider
- Appeals regarding transfers, discharges, discontinuance, or charges in services

## YOUR RIGHTS

Older consumers of long-term care services have basic and special rights under federal and state law.

**Some of those rights are listed below:**

### **The Right**

to know and exercise your rights

### **The Right**

to know about services and charges

### **The Right**

to be consulted in planning your medical treatment

### **The Right**

to decline medical treatment

### **The Right**

to confidentiality of medical records

### **The Right**

to privacy in treatment and care

### **The Right**

to freedom from abuse, neglect and exploitation

### **The Right**

to freedom from restraints

### **The Right**

to express grievances without fear of retaliation

*Other rights pertaining to admission, transfers and discharges, including the right to appeal in certain instances*