



The **Anne Arundel County**  
**Ombudsman Program**

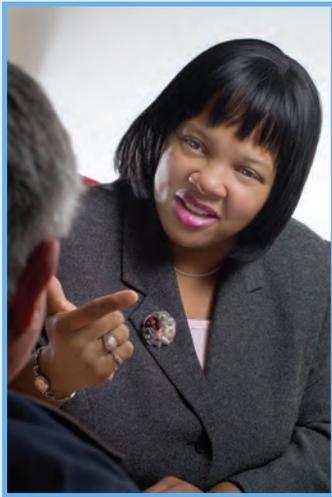
is authorized by the  
Older Americans Act and  
administered through the  
Administration on Aging  
to address complaints and advocate  
for improvements in the  
long-term care system.

For assistance and for information  
on volunteer opportunities,  
contact the Ombudsman Program  
2666 Riva Road, Suite 400  
Annapolis, MD 21401  
**410-222-4257**  
[www.aacounty.org/aging](http://www.aacounty.org/aging)

# OMBUDSMAN: YOUR RESIDENT ADVOCATE

*A voice for residents  
in nursing homes  
and assisted living*





### **What is an ombudsman?**

- ❖ A person who is concerned with protecting the rights of residents in long-term care facilities.
- ❖ A problem solver.
- ❖ A resource.
- ❖ An objective investigator of complaints.

### **Who can use the services of an ombudsman?**

- ❖ Residents in any long-term care facility, which includes nursing/rehabilitation centers, assisted living homes, and continuing care retirement communities.
- ❖ Friends and relatives of residents.
- ❖ **Anyone** who has a question or concern on behalf of a resident in a long-term care facility.

All information is kept **confidential**.

The services provided by an ombudsman are **free**.

### **What can the ombudsman do for you?**

- ❖ Receive and seek to resolve a complaint made by or for a resident.
- ❖ Be a regular presence in long-term care facilities.
- ❖ Advocate for good-quality care.
- ❖ Ensure that residents' interests are represented to policy makers and governmental agencies.
- ❖ Educate consumers and providers about residents' rights.
- ❖ Promote community involvement through volunteer opportunities.

### **What are residents' rights?**

Some of these rights in abbreviated form are:

- ❖ Right to privacy.
- ❖ Right to dignity.
- ❖ Right to be informed of services and financial charges.
- ❖ Right to participate in plan of care and treatment.
- ❖ Right to freedom from abuse, neglect, and exploitation.
- ❖ Right to freedom from physical or chemical restraint.
- ❖ Rights pertaining to admission, transfer, and discharge, including the right to appeal.
- ❖ Right to communicate freely with people of your choice, including an ombudsman.
- ❖ Right to express grievances without fear of retaliation.