

## OUR OMBUDSMEN

Volunteers are often praised for their dedication and hard work, but some of the most rewarding accolades come in the form of personal notes of gratitude from the residents and families we have helped.

## A SAMPLING

*“ I wanted to thank you for your help with my mom...she had nothing but praise for you. I am grateful for your interest and help. Again, thanks to you and your program. ”*

— Sandy, Lakeland, FL

*“ I am writing this to thank you for your care, and from the bottom of my heart I sincerely am grateful to have you on my side. You don't know how it made me feel to see you here. Thank you for your time and everything you've done for me. ”*

— Robert, Orlando, FL

*“ Thank you for your kindness and truly helpful spirit. You gave me hope! ”*

— Rita, Pensacola, FL



## FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

To make a difference, call toll-free

**1-888-831-0404**

To file a complaint:

[ltcopinformer@elderaffairs.org](mailto:ltcopinformer@elderaffairs.org)

**Central Office**

4040 Esplanade Way  
Tallahassee, FL 32399-7000

Visit our website:  
[ombudsman.elderaffairs.org](http://ombudsman.elderaffairs.org)

# Become a VOLUNTEER.

We need your help!



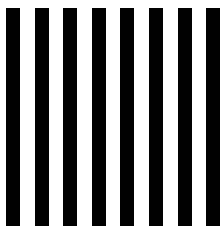
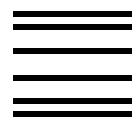
FLORIDA OMBUDSMAN PROGRAM  
ADVOCATING FOR QUALITY LONG-TERM CARE

**BUSINESS REPLY MAIL**

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POSTAGE WILL BE PAID BY ADDRESSEE

**FLORIDA LONG-TERM CARE OMBUDSMAN PROGRAM**  
4040 ESPLANADE WAY  
TALLAHASSEE, FL 32399



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

# WHO WE ARE

Florida's Long-Term Care Ombudsman Program is a federal and state mandated program that seeks to improve the quality of life for all long-term care residents by advocating for and protecting their health, safety, welfare, and rights.

# PROTECTING OUR ELDERS

Our volunteer ombudsmen maintain a presence in Florida's nursing homes, assisted living facilities, and adult family care homes, identifying, investigating, and resolving residents' concerns. We also conduct administrative assessments of every licensed long-term care facility in Florida. We train and certify our volunteers and offer continuing training to keep them informed of laws and policies pertaining to the long-term care residents they serve.

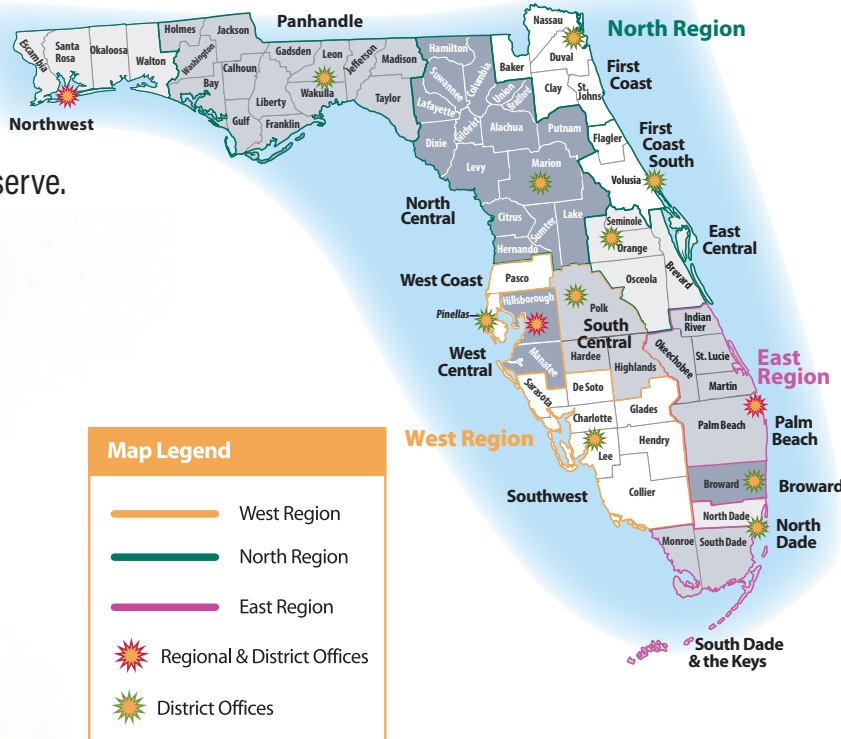


# ADVOCATING FOR RESIDENTS' RIGHTS

When an individual is admitted to a long-term care facility, he or she is given a special set of residents' rights, which are set forth in federal and state law. These rights include, but are not limited to the following:

- The right to be treated with dignity;
- The right to privacy (letters, calls, visitors); and
- The right to be involved in care planning.

Copies of these rights may be obtained by calling the ombudsman program or visiting our website. Long-term care facilities are also required by law to give every new resident a copy upon admission. We work year-round to make sure these rights are respected and upheld.



# PROVIDING A VOICE FOR RESIDENTS

Each year, ombudsmen advocate for thousands of long-term care residents in Florida. They have won numerous awards for their tireless dedication and exemplary work. The program is comprised of 14 district offices throughout the state, each striving to serve local residents in the most personal, effective way possible.

# JOIN US

We are seeking dedicated individuals who want to make a difference, have a caring spirit, and a willingness to learn. If you would like to learn more, please fill out the card in this brochure to request an application.



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 4040 Esplanade Way  
 Tallahassee, FL 32399-7000

# YES! I'M INTERESTED IN BECOMING AN OMBUDSMAN.

Fill out and mail this panel to receive information about becoming an ombudsman. A representative from a local district office will be contacting you soon.

My Contact Information	
Name:	
County:	
Phone Number:	

How did you hear about us?

- Word of mouth
- Newspaper article
- Radio or TV news story
- Advertisement
- Group presentation
- Other \_\_\_\_\_



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