



FLORIDA  
OMBUDSMAN  
PROGRAM

***Resident  
Activity  
Book***

## **Frequently Asked Questions**

### **What is the Long-Term Care Ombudsman Program?**

We are a group of concerned local citizens working to improve the quality of life and care for people who live in licensed long-term care facilities such as nursing homes, assisted living facilities and adult family care homes throughout Florida.

### **Who can use the Program's services?**

- Residents of long-term care facilities
- Relatives and friends of residents
- Concerned facility administrators and employees
- Any person or group concerned about residents' treatment

### **What do ombudsmen do?**

An ombudsman is a specially trained and certified volunteer who has authority under Florida law to identify, investigate and resolve complaints made by, or on behalf of, long-term care facility residents. Our priority is to protect the rights of long-term care residents and ensure that residents receive fair treatment and appropriate care by:

- Identifying, investigating, and resolving complaints
- Ensuring residents are receiving legal, financial, social and rehabilitative services to which they are entitled
- Educating residents, families and staff about residents' rights
- Providing public information about long-term care facilities
- Helping to establish resident and family councils
- Working to change laws, regulations and policies affecting residents

### **What kinds of complaints can be investigated?**

Complaints may be made about persons or institutions that are in a position to threaten or interfere with the rights, health, safety and/or welfare of one or more long-term care facility residents. We regularly investigate complaints ranging from issues of medication administration and billing to basic matters of dignity and respect.

### **How do I file a complaint?**

You may file a complaint in writing, by phone, online or in person. When you contact the office, we will obtain the details of your concerns and, if appropriate, assign a case to a volunteer ombudsman within five working days for further investigation. After thoroughly investigating your concerns, we will take appropriate action to resolve the problem.

## **Contact Us Today!**

**Call toll-free:** 1 (888) 831-0404

**E-mail:** LTCOPInformer@elderaffairs.org

**Fax:** (850) 414-2377



# FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

## ***A note from Florida's State Long-Term Care Ombudsman:***

Dear Resident,

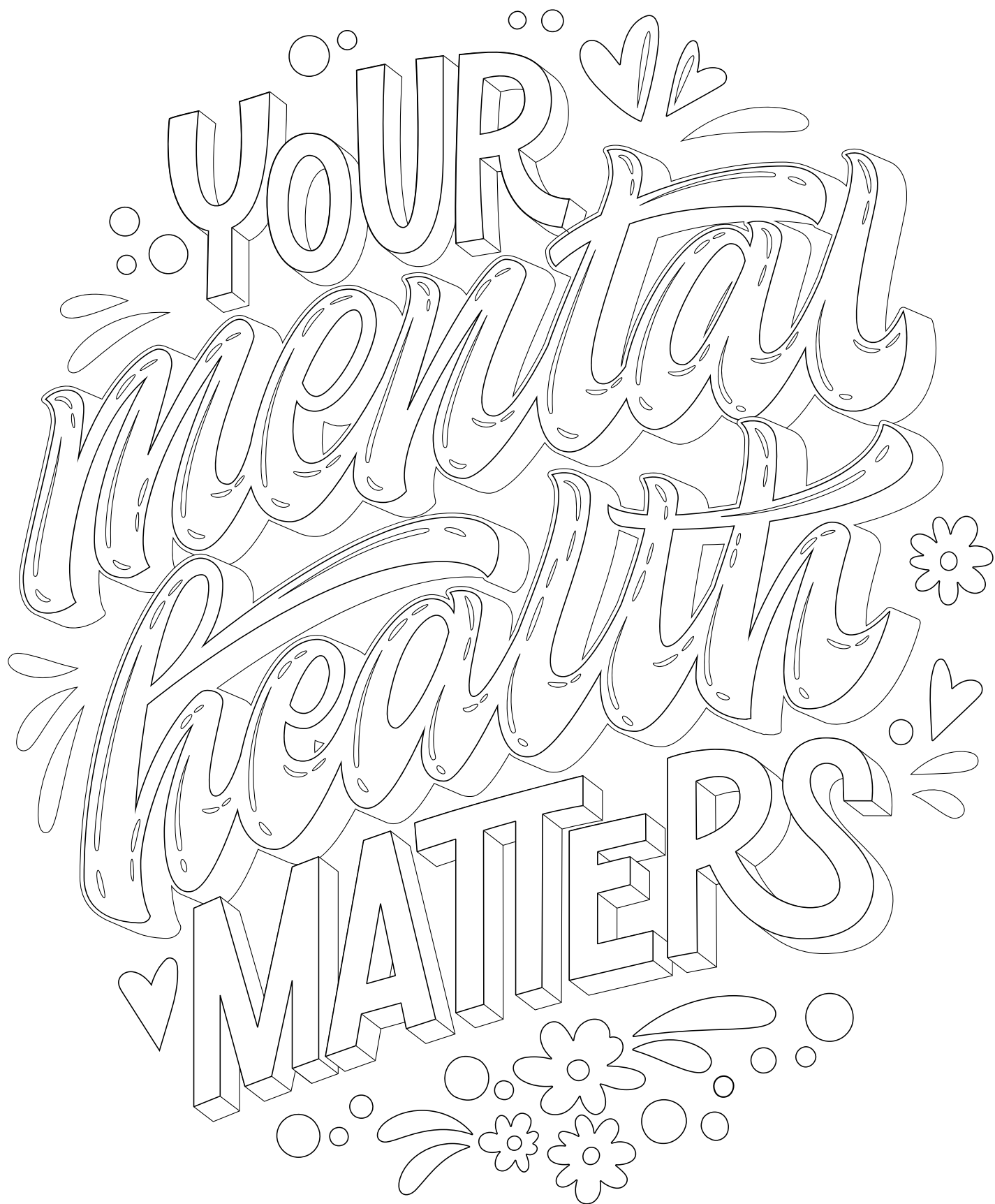
During this time of social distancing, the Ombudsman Program remains committed to our mission of advocating for the highest quality care for long-term residents. Although the pandemic has presented a unique set of challenges, our ombudsmen continue to work tirelessly to ensure the concerns of residents like you are addressed.

2020 has been a trying year in many ways, and I hope this activity book will provide some comfort and entertainment. Please know that you are never alone, and that our ombudsmen are always ready and eager to help. We are just a phone call or email away if you need us.

I hope your holiday season is bright, and I wish you happiness and good health in the new year!

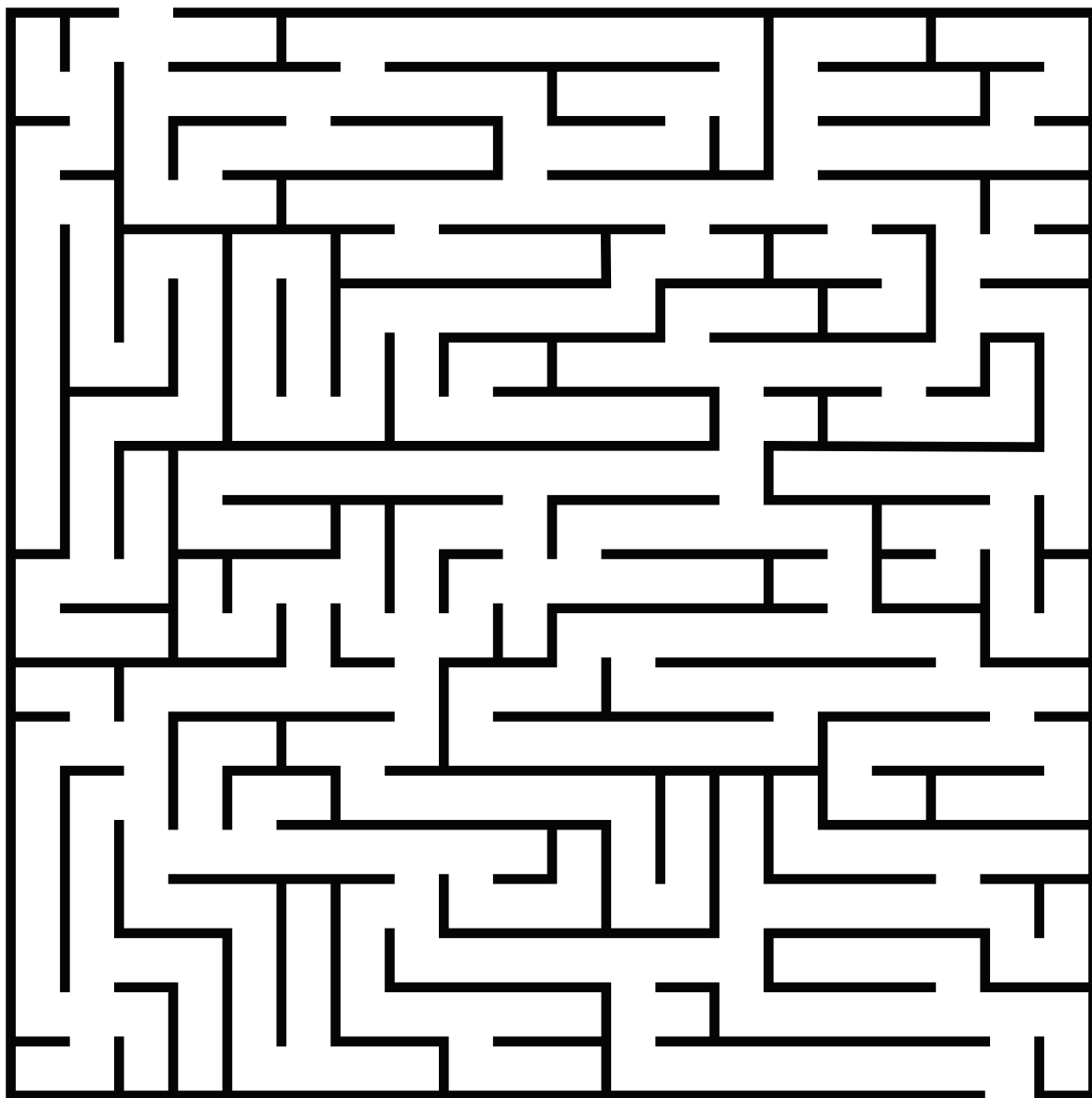
Sincerely,

**Michael Phillips**  
*State Ombudsman*



you are  
NEVER  
alone





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*Easy*

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*Medium*

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*Hard*

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7	3	4	8	5	6	2	1	9
4	5	2	7	8	1	6	9	3
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3	7	1	6	9	2	4	8	5
5	2	7	4	1	8	9	3	6
6	4	8	9	3	7	5	2	1
1	9	3	2	6	5	7	4	8

*Easy - Answer Key*

1	6	5	8	4	7	9	2	3
7	8	9	3	1	2	5	4	6
4	3	2	5	9	6	1	7	8
2	9	7	4	6	3	8	5	1
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3	4	6	1	5	8	2	9	7
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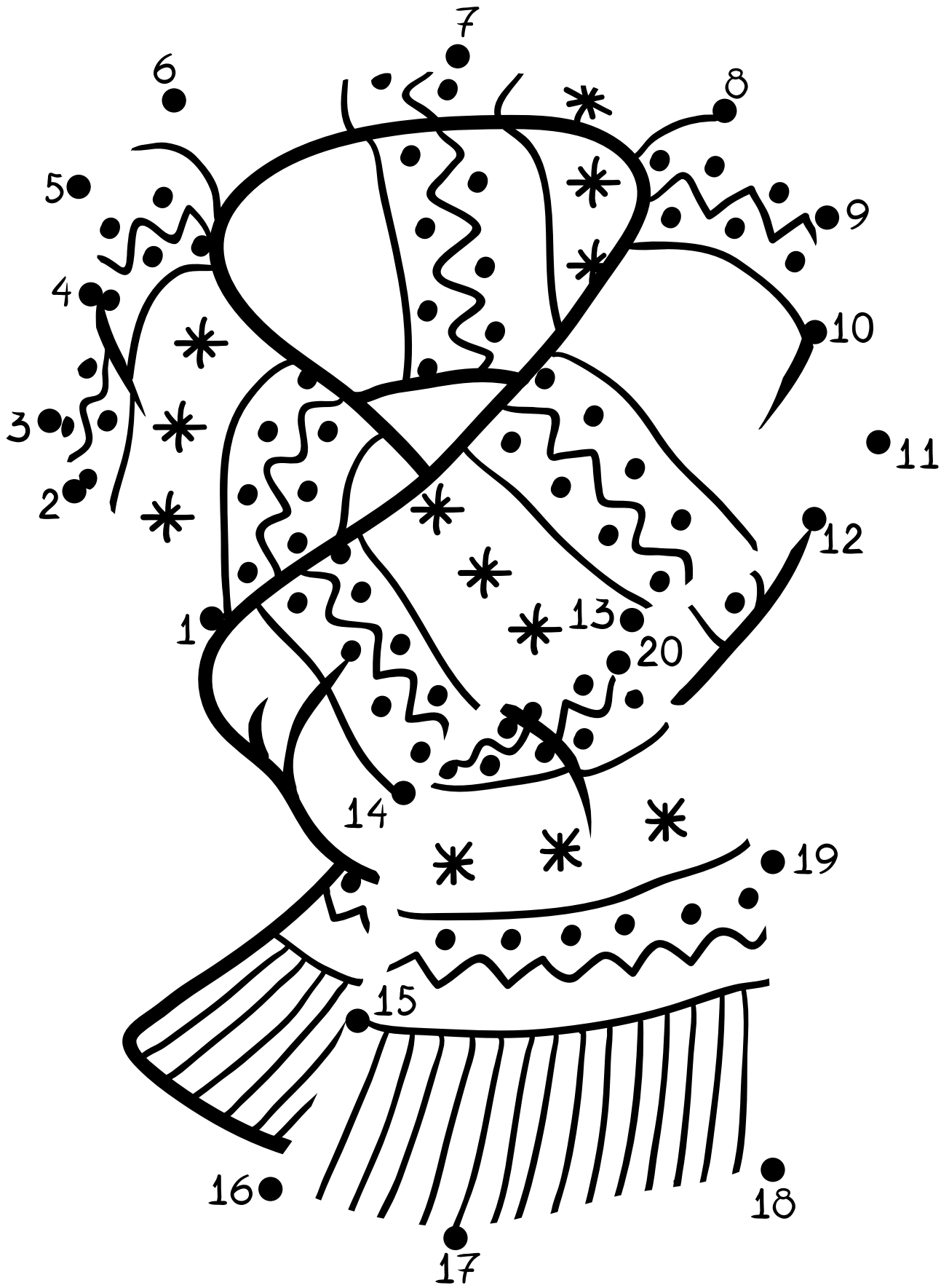
*Hard - Answer Key*

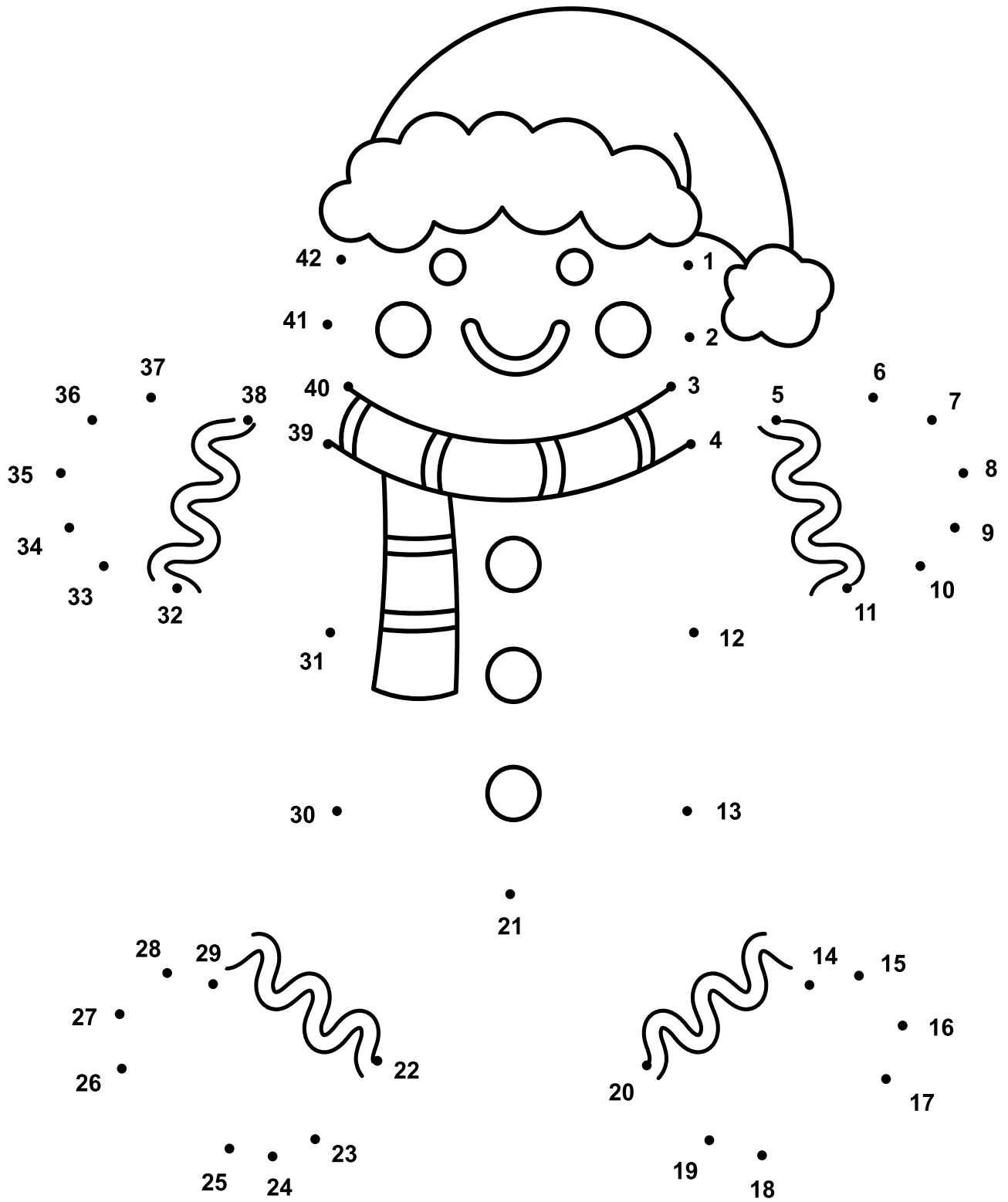
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1	6	3	9	4	7	8	2	5
4	1	7	3	5	9	6	8	2
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5	2	9	6	8	4	1	3	7

*Medium - Answer Key*

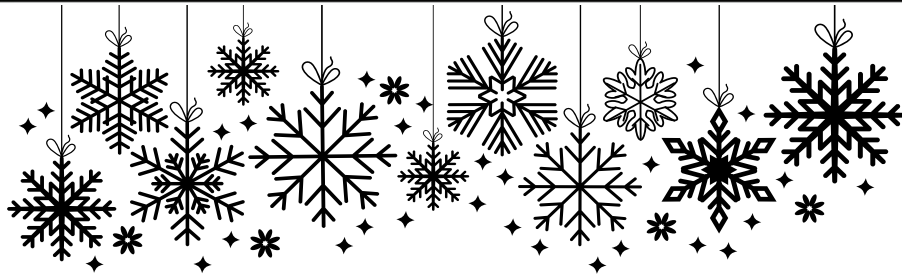
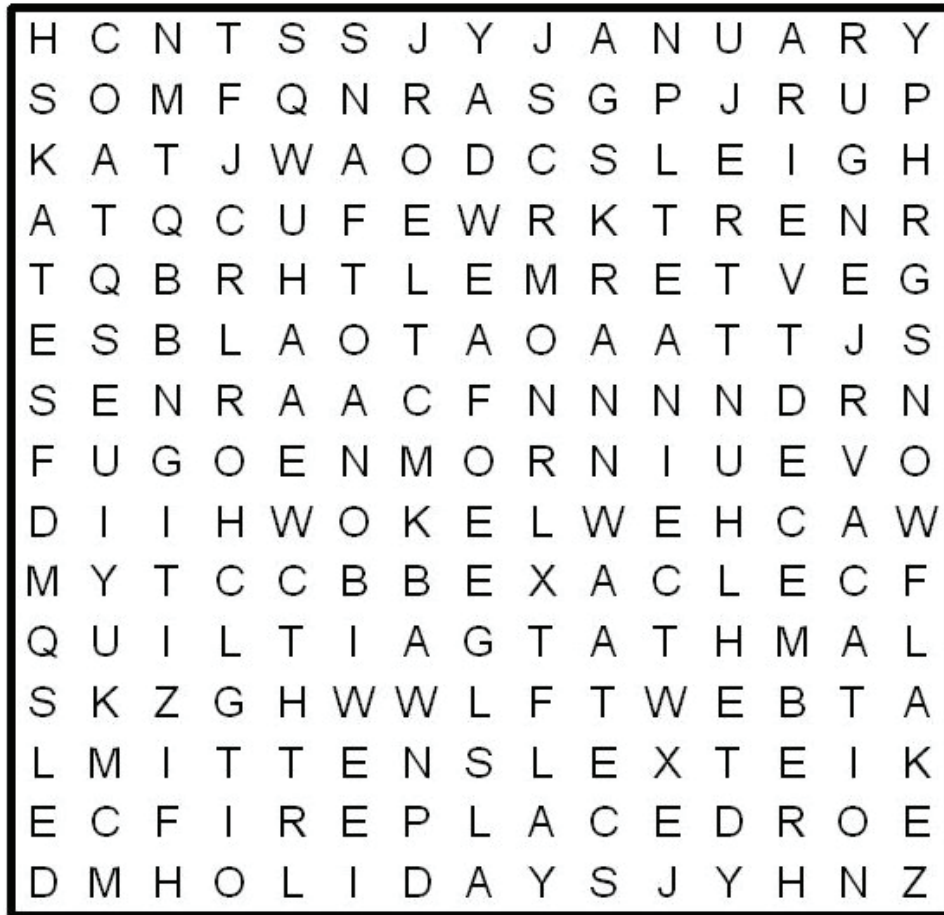








# Wintery Words

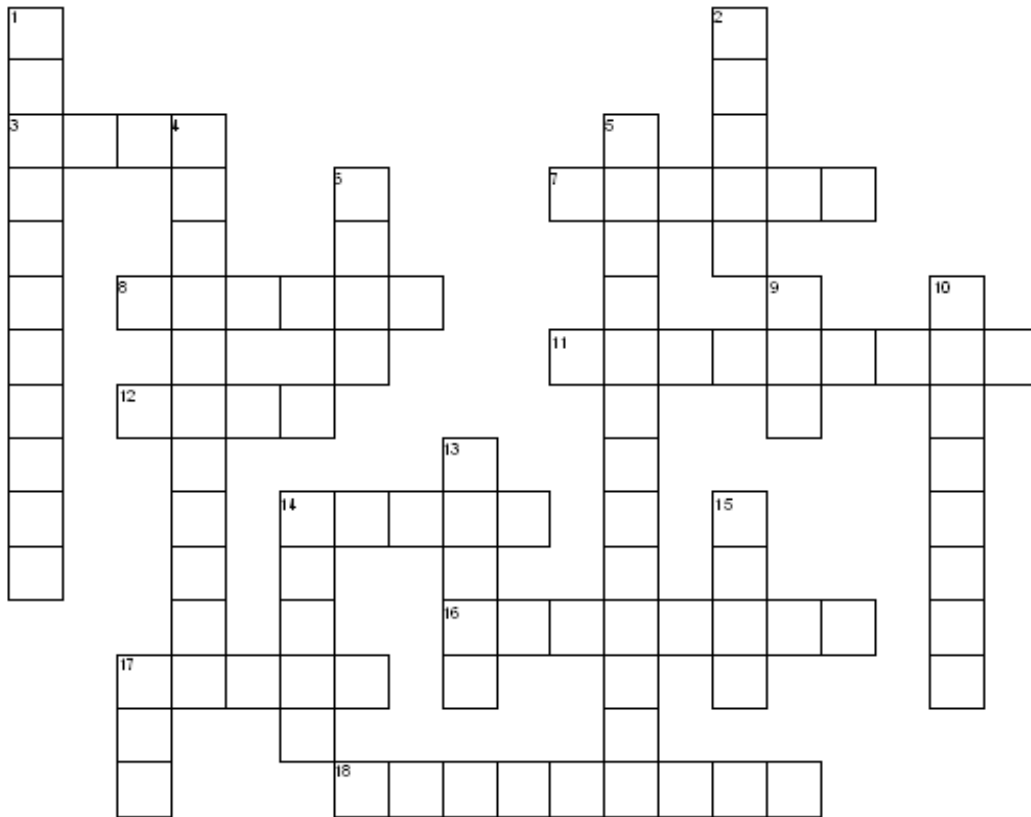


blanket  
coat  
comforter  
December  
February  
fireplace  
flannel  
heater

hibernate  
holidays  
hot chocolate  
jacket  
January  
migrate  
mittens  
quilt

skates  
sled  
sleigh  
snowball  
snowflake  
snowman  
vacation  
winter

# Wintery Weather



## ACROSS

- 3. The process by which snow or ice changes to water.
- 7. A period of very cold winter weather that damages plants.
- 8. Intensely cold temperature.
- 11. The temperature felt by the human body when wind makes it feel colder than the actual temperature.
- 12. Mildly cold feeling.
- 14. Bright with sunshine.
- 16. Snowfall that is so heavy one can see little or nothing on the horizon.
- 17. Ice crystals on a frozen surface; "Old Jack \_\_\_\_\_."

- 18. A large mass of snow that slides down a mountain.

## DOWN

- 1. A standardized measure of how hot or cold it is outside.
- 2. Rain that freezes as it falls.
- 4. A tool used to measure the temperature.
- 5. Water that falls to the earth in the form of rain, hail, mist, sleet, or snow.
- 6. Pieces of ice falling from the sky.
- 9. A solid form of frozen water.
- 10. A storm with heavy snow,

strong winds, and severe cold.

- 13. Covered with snow.

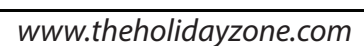
- 14. A mixture of snow and water.

- 15. Precipitation in the form of small white ice crystals that form inside clouds.

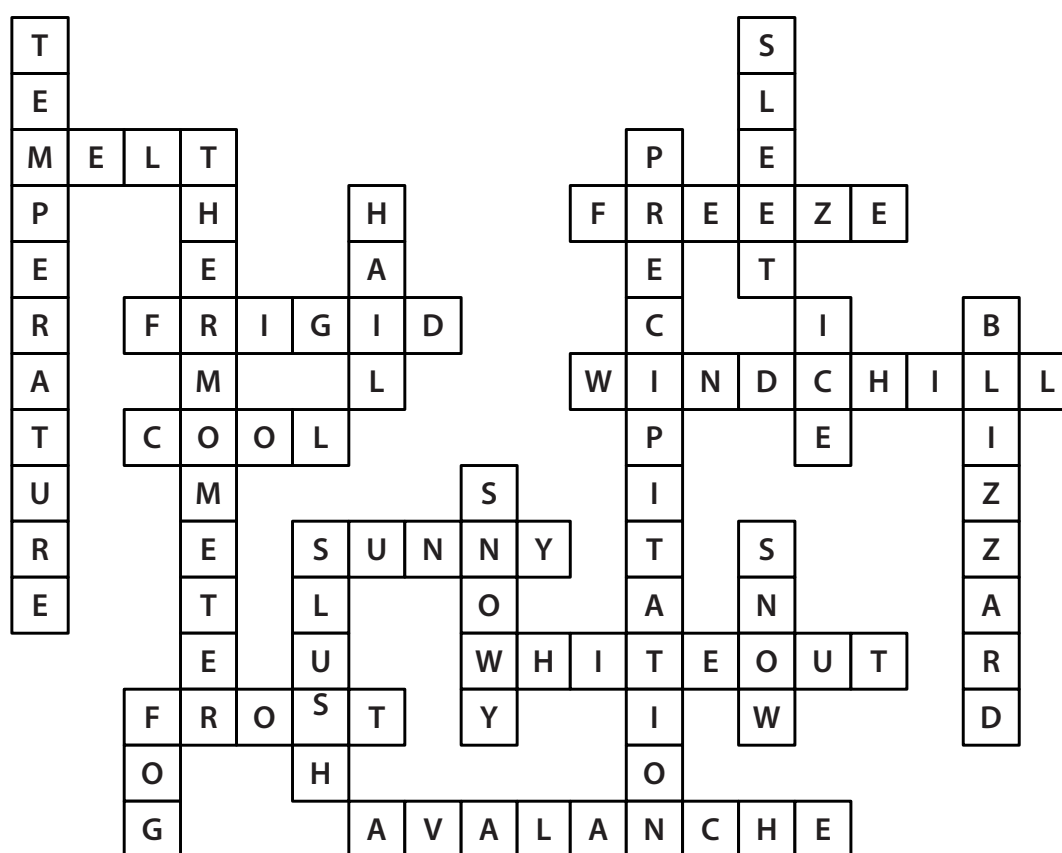
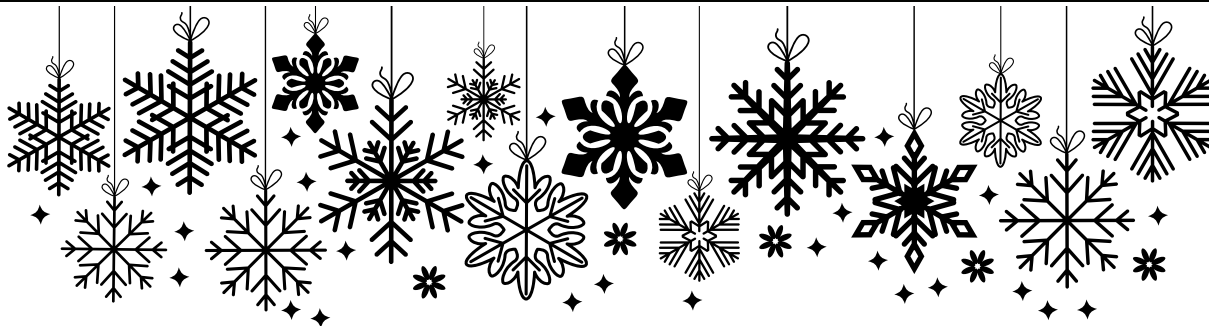
- 17. Thick water vapor that makes it hard to see.



## A decorative border featuring various black and white snowflake designs hanging from vertical lines, interspersed with small stars. The snowflakes are of different sizes and shapes, some with intricate patterns and others more simple. The stars are small, four-pointed shapes scattered throughout the border.



# Wintery Weather: Answer Key





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