



How an ombudsman can help you:

- Listen to your concerns about care and help you find solutions.
- Stand up for your rights to make your own choices.
- Teach community members about long-term care and resident rights.
- Help you understand your care needs, compare providers, and know your options to pay for your care.
- Support resident and family councils.
- Visit facilities and residents often.
- Work with policy-makers to create laws and regulations that help long-term care consumers.

Remember, ombudsman services are free.

Ombudsmen are subject to Ohio Ethics Law and Ombudsman Code of Ethics.



If it were not for the ombudsman program and their support, I think I might have given up.

Contact Us For Assistance:

Phone: **1-800-282-1206**

Email: **OhioOmbudsman@age.ohio.gov**

Website: **Ombudsman.Ohio.gov**



**State Long-Term Care
Ombudsman**



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The Office of the State Long-Term Care Ombudsman is a program of the Ohio Department of Aging. The Office may be reached at:

Phone: **1-800-282-1206**

Email: **OhioOmbudsman@age.ohio.gov**

Website: **www.Ombudsman.ohio.gov**



Ohio's
Ombudsmen
are here for
YOU.



**State Long-Term Care
Ombudsman**

Get to know your Ombudsman

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Established under the federal Older Americans Act, the **Office of the State Long-Term Care Ombudsman** advocates for excellence in long-term care services and supports wherever you live.

The Office of the State Long-Term Care Ombudsman is made up of:

- A state office with dedicated staff employed by the Ohio Department of Aging; and
- Twelve regional offices throughout Ohio with more than 100 paid staff and nearly 200 volunteers.

Ombudsman representatives perform a variety of services to improve the quality of care being offered. All ombudsman staff and volunteers are carefully screened, trained, and certified to serve and advocate for you.



How to connect with an ombudsman

Report concerns about your health, safety, welfare, or rights by contacting your local ombudsman.

1-800-282-1206

OhioOmbudsman@age.ohio.gov

What happens next?

1. An ombudsman representative will be assigned to work with you. They will call you to learn more about the situation and explain the help available to you.
2. Your ombudsman will visit you to review the facts and investigate the reasons the problem occurred.
3. Your ombudsman will speak with you about what they discovered, and work with you and the facility to resolve the complaint.
4. Your ombudsman will follow-up to determine if the solution is working.

Is my information private?

Yes! Your information is private. Anyone may call the ombudsman to voice a concern or obtain information about long-term care. The ombudsman acts only with your consent, or in some cases, your legal representative.

Ohio Long-Term Care Quality Navigator

- Customizable one-stop shop including nursing homes AND assisted living facilities
- Take a quiz to determine what care type may be best for you
- Locate and compare long-term care options in your community
- Learn about quality ratings of long-term care facilities

Learn more:
[Aging.Ohio.gov/Navigator](https://aging.ohio.gov/Navigator)



MyCareOhio
Connecting Medicare + Medicaid

Ombudsmen can help you with concerns about any aspect of care available through MyCare Ohio. Ombudsmen provide information and investigate complaints impacting MyCare Ohio consumers.

Advocacy for Consumers of Home and Community-Based Services

Regional ombudsmen help people living in their own homes by offering solutions for challenges with home care, transportation, and other support services.