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**Advocates for Residents of  
Nursing Homes, Homes for the  
Aged and Adult Foster Care  
Homes**

**1-866-485-9393**

**Toll Free**

# LONG TERM CARE OMBUDSMAN PROGRAM

## PURPOSE & STRUCTURE

The Michigan Long Term Care Ombudsman Program strives to improve the quality of care and quality of life experienced by residents who reside in licensed long term care facilities.

Licensed long term care facilities are nursing homes, homes for the aged, and adult foster care homes.

Ombudsmen advocate for residents in these facilities, guided by the wishes of the resident.

The program also aims to improve the long term care system, speaking for passage of laws, regulations and policies benefiting residents.

The Long Term Care Ombudsman Program is funded by the federal and state government. There is no cost to residents or families.

## LOCAL OMBUDSMAN SERVICES

Local ombudsmen work with individual residents to resolve problems and to promote high quality care. They provide a community presence by routinely visiting residents

Local ombudsmen are practiced in-

- Explaining to residents all their rights
- Empowering residents to communicate concerns
- Assisting residents in resolving these concerns
- Providing community education regarding long term care issues
- Promote the use of best practices throughout the long term care system

## WHEN TO CALL AN OMBUDSMAN

As a resident or a family member, call the toll-free number below to speak with a local ombudsman whenever you -

Have concerns about care in a facility

Have questions about your rights in a long term care facility

Want information on alternatives to nursing home care

Want to learn about best practices in long term care settings

Try to compare long term care services

Wish to schedule a presentation on issues related to long term care

Call  
**1-866-485-9393**

Toll free

## **BECOME A VOLUNTEER OMBUDSMAN**

You can make a difference!

Older adults, individuals with disabilities, and family members need education, empowerment and advocacy.

Volunteer ombudsman can play a critical role in fulfilling these needs.

Each volunteer visits long term care residents, explaining rights, answering questions and reporting individual complaints about care and services to the local ombudsman.

Volunteers receive intensive training and gain an understanding of the complex long term care system.

Volunteers use these skills to promote better care and a better quality of life for residents whose lives they touch.

For more information, please call the toll free number, or write to the office closest to your home.

## **LOCAL OMBUDSMAN OFFICES**

Local ombudsman work from  
eight offices in Michigan.

2375 Gordon Road  
Alpena, MI 49707

4750 Woodward Ave  
Detroit, MI 48201

2501 14th Avenue S.  
Escanaba, MI 49829

560 5th Street, NW  
Grand Rapids, MI 49504

P.O. Box 42  
Nazareth, MI 49074

5303 S. Cedar Street  
Lansing, MI 48911

808 N. Michigan Avenue  
Saginaw, MI 48602

P.O. Box 5946  
Traverse City, MI 69696