

A Long-Term Care Ombudsman can help...

- provide information about how to find a nursing home, board & care home or assisted living facility.
- explain how to get quality care for your loved one.
- assist you with complaints in a confidential manner while advocating for improvements in the long term care system.



Help is only a phone call away. Call (256) 389-0530 or 1-800-AGE-LINE for a certified Ombudsman.



The Northwest Alabama Council of Local Governments' Long-Term Care Ombudsman Program proudly serves nursing home or assisted-living residents in Colbert, Franklin, Lauderdale, Marion and Winston counties.



Have a complaint, but don't know where to turn?

NACOLG Dept. of Aging Services
Long-Term Care Ombudsman
P. O. Box 2603
Muscle Shoals, AL 35662
Phone: (256) 389-0530
Fax: (256) 389-0599
Toll Free: 1-800-AGE-LINE

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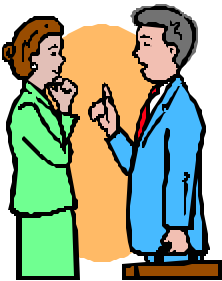
Contact a Long-Term Care Ombudsman for help.

A advocate for residents of nursing homes and assisted living facilities, a LTC Ombudsman is a troubleshooter working to protect the health, safety, welfare and rights of patients.

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What does an Ombudsman do?

An ombudsman's job is to protect the rights of residents and ensure that residents receive fair treatment and quality care. More specifically, he:



Ombudsman Programs are required by the Older Americans Act.

- Investigates and resolves complaints.
- Visits local facilities to evaluate conditions.

- Ensures that residents receive the legal, financial, social, rehabilitative and other services to which they're entitled.
- Acts as a mediator between residents, families and facility staff.
- Educates residents, families and staff regarding residents' rights.
- Provides public information.
- Helps to establish resident/family councils.
- Acts as an advocate for residents of long-term care facilities.

Who can use the Ombudsman?

Anyone can solicit the help of an Ombudsman, including long-term care residents, their families or friends and even the facility employees.

How do I file a complaint or voice a concern?

You may file a complaint in writing, by way of a phone call or in person at the Northwest Alabama Council of Local Governments office, Department of Aging Services, 103 Student Drive, Muscle Shoals, AL 35661 (located on the Northwest-Shoals Community College campus). Once you've contacted the Ombudsman, he will take appropriate action to resolve the problems. You will be notified of the results.

Can I make my complaint anonymously?

You don't have to use your name, however, it's better if we are able to contact you for more information. All information is confidential unless complainant or resident grants permission to use



Is your loved one receiving quality care at this facility? NACOLG's Ombudsman program can help you obtain proper treatment and care at no cost to you.

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What types of complaints or concerns are investigated?

All questions or concerns are important to the Ombudsman. Complaints can pertain to the facility, their employees, providers, public or private agencies, guardians or anyone who may be interfering with the rights, health, safety or welfare of a resident. Contact an Ombudsman immediately if your loved one has mentioned any one the following:

- Violation of any resident's rights or dignity.
- Physical, verbal or mental abuse.
- Deprivation of services necessary to maintain resident's physical or mental health or well-being.
- Poor quality care, inadequate personal hygiene or slow response to the requests for assistance.
- Improper transfer, discharge or inappropriate use of chemical restraints.

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