
The Long-Term Care Ombudsman Program provides opportunities for residents of long-term care facilities and their families to voice concerns and help develop solutions. The Ombudsman program staff receive, investigate, and resolve a wide variety of concerns about conditions in long-term care facilities.

Confidentiality is strictly enforced. The complainant can remain Anonymous if desired.

Questions that involve public benefits, abuse, resident rights, and quality of care, are among the many issues handled by the Ombudsman program staff.

Ombudsman staff are available to provide information and training to residents, families, and long-term care facility staff on topics like resident abuse, resident rights, and Advanced Directives (formerly Living Wills).

We're here to help

Delaware has many resources available to help you with issues and decisions related to long-term care. Contact the following organizations for guidance, information, and support.

Useful Phone Numbers

For State Inspection Records on Long-term Care Facilities:

Division of Long Term Care Residents Protection

New Castle County: 302.577.6661

Kent/Sussex Counties: 302.424.6377

For Long-term Care Complaints

(24 hour, Toll Free)

877.453.0012

Useful Web Sites:

Data on the quality of Long-term care Facilities

www.medicare.gov

For general and state-specific information about facilities, interest groups, events and news

www.elderweb.com

For Consumer-focused information relating to Facilities

www.theconsumervoice.org

For More Information Call:

800.223.9074

Or visit us on the web:

www.dhss.delaware.gov/dhss



DELAWARE HEALTH AND SOCIAL SERVICES

*Office of the Secretary
The Long-Term Care Ombudsman Program*



The Long-Term Care Ombudsman Program



***Caring Advocates for
Long-Term Care Facility
Residents and Their
Families***



What is an Ombudsman?

Is an impartial fact-finder whose job it is to assure that individuals receive fair treatment. The Long-Term Care Ombudsman provides these services to residents of long-term care facilities.

- ◆ Investigates concerns/complaints from residents of long-term care facilities or their families, regarding violations of resident rights.
- ◆ Advocates for improving the quality of life for residents of such facilities
- ◆ Listens to people's concerns and works with existing resources to resolve problems.
- ◆ Cooperates with other agencies in solving problems of residents in long-term care facilities.
- ◆ Provides training for Volunteers who visit residents on a regular basis.



What can the Ombudsman do for you?

- ◆ Investigate and resolve grievances / complaints made by or on behalf of individuals who are residents of long-term care facilities.
- ◆ Identify the gaps in services provided, report the findings in a confidential manner, and help to achieve solutions.
- ◆ Provide information and answer questions regarding patient rights and the state's long-term care system.
- ◆ Assist long-term care facility staff to meet the needs and concerns of the residents.
- ◆ Provide witness to Advance Directives

Know Your Rights

The interests and well-being of residents in long-term care facilities are protected by Federal and State Law.

Your rights include the following:

- ◆ To be informed of your rights, and the rules and policies of the facility.
- ◆ To be informed of services available and what they cost.
- ◆ To receive courteous and reasonable response to requests.
- ◆ To receive adequate and appropriate treatment and care with reasonable continuity of services.
- ◆ To be informed of your condition and plan of care, and to take part in or refuse care.
- ◆ To be free of verbal, mental, and physical abuse.



- ◆ To be free from chemical and/or physical restraints.
- ◆ To have your personal and medical information kept confidential.
- ◆ To be treated with respect and consideration for personal privacy.
- ◆ To manage your personal financial affairs, or, if they are delegated to the facility, and receive a statement monthly.
- ◆ To have privacy for visits with your spouse, friends and/or family.
- ◆ To retain and use your personal clothing and possessions.
- ◆ To receive visitors and private mail.
- ◆ To be transferred only after reasonable notice has been given, and only for your welfare, medical, and/or financial reasons.
- ◆ To present grievances personally or through the Ombudsman without fear of reprisal, coercion, or interference.

