

You can reach **YOUR**

**Long Term
Care Ombudsman**

for information or assistance
by calling the toll free number

1-800-815-0015



Serving Residents
Aged 60 and over



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015
website <http://longtermcare.state.wi.us>
email boaltc@wisconsin.gov

Should Your Facility



You Still Have Rights!



You have the right to:

- Be appropriately informed of the closing of the facility
- Attend relocation or discharge planning meetings
- Be provided information on alternative living arrangements and the options available
- Be assessed for eligibility for funding and supports to safely return to live in your home or community
- Visit other facilities to help you better decide where you'll live
- Be given advanced notice of and be actively involved in your discharge planning
- Seek representation by an Ombudsman, your County Case Manager, or a legal representative without fear of reprisal
- Expect to receive adequate care and treatment services during the closing process
- Meet with the facility staff to express your concerns, explore placement options or vent your frustrations
- Continue to attend and participate in facility activities
- Be notified of any changes that may affect you
- Seek a review of any discharge decision with which you disagree
- Expect that your rights, while a resident of this facility, will not be violated**

How can an Ombudsman Help?

A Long Term Care Ombudsman Can Help Elders by:

Discussing with you and providing you information about long term care, in general, or helping you research a particular service or facility.

Speaking for your interests throughout the closure and advocating on your behalf.

Accompanying you to discharge planning meetings to advise you and support you in your choices for where to move.

Consulting to help you, your family, and the facility to avoid and resolve problems before they become crises.

Investigating complaints with the facility and suggesting solutions.

Protecting your rights and assisting you with your relocation efforts as the facility closes.