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
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.