



## Consumer to Consumer: Tips for Getting Good Care at an Assisted Living Facility

### Solving Problems

This section gives you advice and recommendations from the experts – the people who are actually receiving care and services in an assisted living/group home. Each of the individuals quoted below is a long-term care consumer who was interviewed and asked what suggestions they had on how to solve problems at an assisted living facility.

- **Solving problems:**

- *I start by talking to the administrator. If the administrator won't listen, I call the state licensing agency or the ombudsman. -Jim*
- *It helps to have a suggestion you can make that would solve the problem. -Fran*
- *I try to be pleasant when I point out a problem. -Fran*
- *Know the right person to talk to when you have a problem. Otherwise you get nowhere. -Jim*
- *Speak up at the time something happens. -Mary Jean*
- *Be strong in saying what you need. There was one staff person who hurt me when she cared for me. I went to the Director and told her that I was not going to let this person care for me anymore and why. They assigned a different person to me. -Bee*
- *Take your concern to the resident council or other council, such as a food council. At the food council, we meet with the chef and point out problems and make suggestions about food we would like. As a result, we get the food we request. At one time the residents in my facility were really upset about the food, which was terrible. Because the council complained, the chef was fired, and a new person was hired. The new chef is much better. -Joe*
- *I start by discussing any problems with the aides. Then I go to the administrator if I can't get things worked out. -Bill*
- *Turn to the long-term care ombudsman for help. I was told that I couldn't use my power chair indoors and couldn't even use it to go down the hall. When I complained to management, I was told if I didn't like the situation, I should find some other place to live. I contacted the State Ombudsman, who contacted the*

*program's lawyer. We filed a complaint, and the facility was cited for violating the Americans with Disabilities Act. -Jim*

- *Sometimes the problem isn't with the facility. I had problems with the transportation service I was using. I called my state senator and he was able to work things out for me.*