

It is our mission to protect the rights and improve the quality of care and quality of life of people who receive long term care in Vermont.



You have the right to quality care!
You have the right to voice your concerns!

Vermont Ombudsman Project
Vermont Legal Aid, Inc.
P.O. 1367
Burlington, Vermont 05402

V/TTY 1-800-889-2047
www.vtlegalaid.org
www.vtlawhelp.org

Call toll free for the name and number of your local ombudsman
1-800-889-2047



The Vermont Long Term Care Ombudsman Project is a special project of Vermont Legal Aid

Vermont
Long Term Care
Ombudsman
Project



Do you have questions about:

- Home Based Long Term Care
- Nursing Homes
- Residential Care Homes
- Assisted Living Residences

We can help
1-800-889-2047

Who can we help?

- People who receive home based long term care through Choices for Care
- Residents of any long term care facility and their friends or relatives

and

- Staff or administrators of long term care facilities
- Care and service providers
- Anyone who wants to know more about long term care options
- Anyone who is concerned about the welfare of individuals receiving long term care or services in Vermont



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Investigate specific problems and concerns people have about their long term care

Help people make their own decisions about their care and services

Visit people who receive long term care in their homes to talk about problems or answer questions about their care

Visit long term care facilities regularly to talk with residents and monitor conditions

Educate facility staff and other health care and service providers about the rights and concerns of people receiving long term care

Identify problem areas in the long term care system and advocate for change

Provide the public with information about long term care services and options

How can we help?

If you receive home based long term care we can help if:

- Your request for care or services is denied
- You are told that you no longer qualify for help
- You have concerns about the quality of your care or services
- You cannot find the care or services you need to help you stay at home

If you live in a long term care facility we can help with concerns about:

- Your care
- Privacy
- Transfer or discharge
- Your rights
- Roommates
- Food
- Finances

All communications are confidential.
There is no charge for our services.

