



## Volunteers are Needed!

Being an Ombudsman is a very rewarding experience.

We need people who care about the elderly and persons with disabilities, who enjoy problem solving and advocating and want to make a difference in someone's life.

Common problems Ombudsmen address include unanswered call bells, not enough staff, quality of food, loss of personal items, lack of privacy and many more issues.

**For more information call  
the program director at  
The Ombudsman Program  
413-773-5555 or 978-544-2259**



Tax deductible donations are greatly appreciated.

Franklin County Home Care Corporation/Area Agency on Aging (FCHCC) is a private, non-profit corporation, which develops, provides, and coordinates a range of services to support the independent living of elders, people with disabilities and caregivers.



FCHCC serves all Franklin County towns plus Athol, Petersham, Phillipston and Royalston in Worcester County.



We are committed to preventing or postponing the need for institutional care, facilitating the return home after an institutional stay, advocating for elders and people with disabilities, funding local projects and providing support to local Councils on Aging and Senior Centers.



FCHCC is committed to diversity in employment practices and service delivery. Our agency prohibits discrimination and takes affirmative action in these areas, to serve people in our community with fairness and respect for all. We recognize that many differences among people may be barriers to inclusion. These differences include race, physical appearance and ability, sex, age, nationality and ancestry, class, religious and political beliefs, marital status, sexual orientation, and gender identity. We welcome and value all persons and we dedicate our agency to an ongoing effort to achieve the goal of greater diversity among our employees, clients and others whom we serve.



Franklin County Home Care Corporation/Area Agency on Aging is funded in part by the federal Older Americans Act, the state Executive office of Elder Affairs, the Division of Medical Assistance, Department of Public Health and other sources both public and private. FCHCC is operated by a local volunteer Board of Directors, a majority of whom are, by law, elders. The agency is an AA/EOE employer, and does not discriminate in program admissions, access, services or employment practices.



# Nursing Home Ombudsman Program



Protecting the Rights  
of  
Nursing Home &  
Rest Home Residents

**A Service of  
Franklin County Home Care Corporation  
330 Montague City Road, Suite 1  
Turners Falls, MA 01376-2530**

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**413-773-5555 ❖ 978-544-2259  
800-732-4636  
TDD 413-772-6566 ❖ Fax 413-772-1084  
info@fchcc.org ❖ www.fchcc.org**

### **What is an Ombudsman?**

An Ombudsman is a person who visits nursing home and rest home residents to enhance the quality of their lives by hearing & resolving their complaints.



### **What does the Ombudsman Program do for Long Term Care Residents?**

Receives & investigates complaints, & assists residents to resolve problems.

Educates residents, family members and staff about residents' rights.

Empowers residents and families to discuss concerns with nursing home staff.

Provides information & referral to anyone interested in long term care programs and services.

Advocates for improvements in state and federal laws and regulations.

Identifies and seeks to remedy gaps in facility, government, or community services.

Respects and ensures the privacy and confidentiality of residents.

### **Can I talk to the Ombudsman in confidence?**

Yes. The Ombudsman will not repeat your conversation to anyone unless you give him or her permission to do so.



### **How will the Ombudsman help me with a problem?**

The Ombudsman will listen and then investigate complaints or problems. The Ombudsman is impartial. We will work to resolve your concerns with the help of the facility staff, or with the proper community or state agency.



### **Is the Ombudsman an employee of my long term care facility?**

No. Your Ombudsman is a volunteer and is trained and certified by the Massachusetts' Executive Office of Elder Affairs.



### **When will the Ombudsman visit me?**

The Ombudsman visits the facility on a regular basis, usually weekly.

***Family & friends of residents are welcome to contact the program.***

## **Your Rights as a Resident of a Long Term care Facility**

You have numerous rights under Federal and State Law.

### ***You have a right to:***

- ❖ be treated with respect and dignity.
- ❖ be fully informed of your rights.
- ❖ be free from chemical and physical restraints.
- ❖ participate in the planning of your medical treatment.
- ❖ participate in making decisions about your care.
- ❖ be given advance notice of transfer, discharge or room change.
- ❖ have your personal and medical records kept confidential.
- ❖ manage your own finances.
- ❖ voice grievances without fear of retaliation.
- ❖ associate and communicate privately.

**For help or more information call  
The Ombudsman Program at  
413-773-5555 or 978-544-2259**

The Ombudsman program is mandated by State and Federal law and funded by the Older Americans Act through the Executive Office of Elder Affairs.