

# A voice for residents

of nursing homes and assisted living residences.



An ombudsman (pronounced “om-buds-man”) advocates for your quality of life and care.

Your ombudsman can answer your questions about resident rights and treatment, investigate your concerns and help find fair solutions.

Your ombudsman is your advocate. Ombudsman services are confidential and free for all residents.

## As a resident of any long-term care setting, you have the right to:

- Be treated with respect and dignity.
- Be free of sexual, verbal, physical and emotional abuse, humiliation, intimidation and punishment.
- Be free of restraints, confinement and financial abuse.
- Voice concerns without fear of being punished.
- Privacy during treatment and in communication via telephone and mail.
- 30-day advance written notice of discharge and of any change in services.
- Have an advocate.
- Make decisions and choices about your care and treatment.
- Participate in social and religious activities of your choice.

## Your advocate

If you have questions about your rights, your ombudsman offers free, confidential help for you, your family and friends. Your ombudsman is available via phone, email or video conference. Interpreter services are available.

Contact a long-term care ombudsman at 303-480-6734 or [AreaAgencyOnAging@drcog.org](mailto:AreaAgencyOnAging@drcog.org).

Hours: Monday through Friday, 8 a.m. to 5 p.m.

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