

Your Consumer Rights entitle you to:

1. Voice grievances without fear of retaliation.
2. Exercise all your rights as a home care consumer.
3. Exercise all your rights as a resident in a long-term care facility.
4. Be free from abuse, neglect, and exploitation.
5. Be free from physical and chemical restraints.
6. Communicate privately with persons of your choice.
7. Be discharged or transferred only according to law.
8. Participate in the planning of your care and treatment.
9. Look at your medical records.
10. Exercise other rights too numerous to list here. Call the Ombudsman if you have any questions about your rights.



The Maine Long-Term Care
OMBUDSMAN
Program

61 Winthrop Street
Augusta, Maine 04330

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1-800-499-0229

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An Equal Opportunity Employer

An Advocacy Program for Long-Term Care Consumers...

If you have problems
with the care
you receive, an
Ombudsman is someone
who can help.



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Where do I turn for help?

You can turn to the Ombudsman Program when you need an advocate. We represent the interests of:

Consumers of:

- Home Care Services
- Adult Day Care Services

Residents of:

- Nursing Homes
- Adult Family Care Homes
- Assisted Living Facilities
- Residential Care Facilities

Volunteer Ombudsman

We also have Volunteer Ombudsman Representatives who visit residents in some long-term care facilities. They are trained advocates ready to help.

Become a Volunteer

If you think you might be interested in becoming a Volunteer Ombudsman please call us. We would be happy to send you information. We are always looking for people who want to make a difference.



What is an Ombudsman?

A Swedish word, “Ombudsman” (pronounced om-budz-man) is a specially trained advocate who is given authority under federal and Maine law to investigate and resolve complaints made by, or on behalf of, long-term care consumers.

An Ombudsman...

- Investigates and resolves complaints
- Advocates for consumers with facility staff and home care providers
- Educates consumers, families and providers about residents’ rights
- Answers questions and supplies information
- Guides consumers through the sometimes complex long-term care system
- Represents consumers’ interests before state and federal government by working to change laws, regulations and policies that affect consumers of long-term care services

**We provide
the caring,
watchful eye.**

Seek help from an Ombudsman when...

- Concerned about the care or treatment received at home or in a facility
- Someone interferes with the rights, health, safety or welfare of long-term care consumers

Who can ask for assistance?

- Any person interested in improving the quality of care for consumers
- A consumer receiving services from a home care agency
- A resident of a long-term care facility
- An employee or administrator of a home care agency or a long-term care facility
- A friend or relative of a resident or consumer
- Representatives of public agencies and community groups

You have the right to express your complaints...

The state regulations for long-term care facilities indicate that individuals may voice their grievances to anyone outside the facility.

**All communication is confidential.
Services are free of charge.**