We Can All Respond to Crime

Information for Long-Term Care Residents and their families about assistance for victims of crime.

WASHINGTON STATE LONG-TERM CARE OMBUDSMAN PROGRAM

You may request assistance from an LTC Ombuds at any time by contacting us at:

Phone: 1.800.562.6028
Email: ltcop@mschelps.org

Local LTC Ombudsman Program:

Call: 1.866.END.HARM (1-866-363-4276)

In case of an emergency please call 911
SUPPORT IS AVAILABLE

There's a network of resources and assistance for anyone who is a victim of crime in Washington State. Individuals who live in long-term care facilities may not know about this assistance and want help to connect this valuable network. Your local LTC Ombudsman has received training about the statewide Victim of Crime Assistance Program (known as VOCA). Your Ombudsman is available to connect you to the network and follow up with you. You may qualify for assistance in the form of crime victims' compensation, counseling, legal support, sexual assault advocacy or other types of support.

To reach the State Office of Crime Victims Assistance directly (M-F 8 am to 5 pm)
Call: 1-800-822-1067
Email: ocv@commerce.wa.gov
To find local crime victim assistance online, visit: bit.ly/OCVAMap

LONG-TERM CARE OMBUDSMAN'S ROLE

A trained and certified Ombudsman will listen to your concerns and meet with you, your family, facility staff, and local and state agencies to resolve your concerns regarding abuse or a crime that may have taken place in your long-term care facility.

They will advocate for your rights as a resident living in a long-term care facility, provide support, and resolve concerns you may have with your rights as a victim. They will also refer you to appropriate supportive services.

All services provided by the Long-Term Care Ombudsmen are free and confidential.

SIGNS OF ABUSE:

- Isolated or not responsive
- Fear, anxiety or sadness
- Poor living conditions
- Missing daily living aids (glasses, walker and medications)
- Cuts, sores, burns, broken bones or bruises.
- Fake signatures on financial documents
- Unpaid bills or unauthorized credit cards
- Poor nutrition or dehydration
- Unusual changes in bank account or money management
- Resident bullying or resident to resident violence