

## WHO TO CONTACT



CONTACT US:  
**1-800-562-6028**

WA Relay Service: Dial 711

E-mail: [ltpop@mschelps.org](mailto:ltpop@mschelps.org)

[www.waombudsman.org](http://www.waombudsman.org)

"No person shall, on the grounds of race, creed, color, religion, gender, handicap, national origin, age, citizenship, sexual orientation, political affiliation or belief, be denied employment or benefits, or discriminated against as a client, administrator, staff person or volunteer under this program."

Grievance Policy — If you have a concern or complaint about an ombuds, please contact the Office of the State LTC Ombudsman at 1-800- 562-6028 or visit our website.

It is illegal to retaliate against residents in any way for talking to an ombuds or filing a complaint or grievance. It is also illegal for a facility to interfere with the ombuds' duties, including the investigation of complaints or provision of information to residents, families and others. Residents have the right to meet privately with their ombuds and to have these conversations remain confidential. Investigations and records are confidential, unless disclosure is approved.



Operated by Multi-Service Center  
1200 S. 336th St., Federal Way, WA 98093-0699

We are here to help you



Ensuring the rights, dignity, and well-being  
of individuals living in long-term care

INFORMATION & COMPLAINT HELPLINE:

**800-562-6028**

## ABOUT US

The Long-Term Care Ombudsman Program is the first line of protection for nearly 78,000 vulnerable adults living in licensed long-term care. The word "ombudsman" is a Swedish word meaning "to advocate for another." In Washington we use the term "ombuds."

The program is mandated and funded by the federal Older Americans Act.



## EXAMPLES OF THE PROGRAM'S PRIMARY FUNCTIONS:

- Resolution of complaints- on behalf of residents.
- Information about "resident rights"
- Advocacy for changes in laws and policies that impact long-term care

We are here for long-term care residents. But anyone can contact us for questions, concerns or complaints on behalf of a resident. Our work is confidential and provided at no charge.





## WHAT AN OMBUDS DOES FOR YOU

A trained ombuds will listen to concerns, answer questions and help resolve complaints with the resident's permission. Ombuds are resident-directed and follow the wishes of the resident.

- Share information about care options
- Listen to your concerns
- Resolve complaints with the resident's permission
- Advocate for the resident's wishes
- Help establish a resident or family council
- Provide education about Medicare and Medicaid
- Keep your questions and concerns confidential

## TOP REASONS WHY PEOPLE CALL US

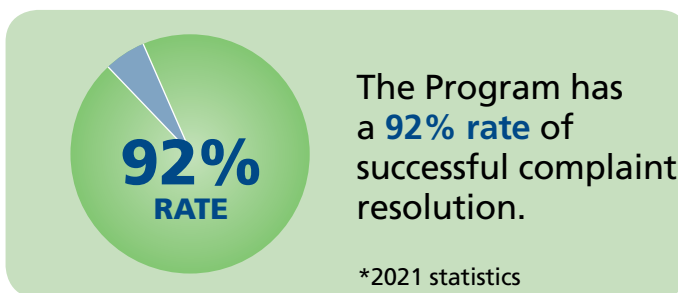
- 1. Problems with Care**  
*For example:* call lights not being answered, problems with medication, poor hygiene, etc.
- 2. Violations of Rights**  
*For example:* privacy issues, refusing to involve resident in care decisions, loss of dignity, poor staff attitudes, use of chemical or physical restraints, emotional and verbal abuses, etc.
- 3. Problems with Admissions, Transfers, Discharges**  
*For example:* improperly discharged, services fees not disclosed, refused re-admission, Medicaid discrimination, etc.



## KNOW YOUR RIGHTS

People who live in long-term care facilities have the same basic rights as any citizen, plus, they have additional rights. All long-term care residents have Residents Rights under state law RCW 70.129.

- The right to make choices
- The right to privacy and confidentiality
- The right to see your family/friends, doctor, lawyer and ombuds
- The right to dignity
- The right to participate in treatment and care plan decisions



Our services are free and confidential

If you have a complaint or concern, even if it is different from the above examples, call us:

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Anyone can call – residents, family, friends, caregivers or providers.