



Need an Interpreter?

You have the right to quality care. You have the right to voice your concerns. The Long-Term Care Ombudsmen are here to listen to your concerns, respect your choices and preferences and help you find solutions.



Contact Us

1.800.889.2047

We have offices in Burlington, Montpelier, Rutland, St. Johnsbury, and Springfield. Call our toll free number to get the name and number of the ombudsman for your area.



Vermont Legal Aid

Working for Justice

Long-Term Care Ombudsman Project

A project of Vermont Legal Aid

1.800.889.2047

screening@vtlegalaid.org

www.vtlawhelp.org

احصل على مساعدتنا بلغتك بالاتصال على
1.800.889.2047
اخبرنا باسمك ورقم هاتفك ثم انطق العربية.

သင့်ဘာသာစကားဖြင့် ကြံ့ခိုင်မှု
အကူအညီရယူရပါ။ 1.800.889.2047 ကိုခေါ်ဆိုပါ။
သင့်နာမညွှန်းနှင့် ဖုန်းနံပါတ်ကို ဝေမျှပါ။
ဗမာ(ဗမာ) ကိုဝေမျှပါ။

Obtenez de l'aide de nous dans votre langue.
Appelez 1.800.889.2047. Dites-nous votre
nom et votre numéro de téléphone. Dites
français.

हामीबाट आफ्नै भाषामा सहयोग प्राप्त गर्नुहोस्।
1.800.889.2047 मा कल गर्नुहोस्। हामीलाई
तपाईंको नाम र फोन नम्बर भन्नुहोस्। भाषा नेपाली
भन्नुहोस्।

Caawimo nooga hel anaga luqaddaada. Soo
wac 1.800.889.2047. Noo sheeg magacaaga
iyo lambarka talefoonka. Dheh Soomaali.

Reciba nuestra ayuda en su idioma. Llame al
1.800.889.2047. Díganos su nombre y número
de teléfono. Diga español.

Pata usaidizi kutoka kwetu kwa lugha yako.
Piga simu nambari 1.800.889.2047. Tuambie
jina na nambari yako ya simu. Sema Kiswahili.

Để nhận sự trợ giúp của chúng tôi bằng ngôn
ngữ của quý vị. Gọi số 1.800.889.2047. Vui
lòng cho chúng tôi biết tên và số điện thoại
của quý vị. Vui lòng nói “Tiếng Việt”.

VERMONT LEGAL AID



Long-Term Care Ombudsman Project (LTCO)



Advocating for quality care,
improving quality of life
and protecting the rights of
those receiving long-term
care services in Vermont

1.800.889.2047

Who We Are



The Long-Term Care Ombudsman Project has staff members and highly-trained volunteers who work in every part of the state to protect the rights of people receiving long-term care services in Vermont.

We advocate for changes that lead to better care and a better quality of life.

We work with people who receive long-term care services in:

- Nursing homes
- Residential care homes
- Assisted living residences
- Adult family homes
- The community through Choices for Care

Vermonters receive long-term care services in different settings, but they share the same concerns. They want:

- To be treated with dignity
- To get good care that reflects their needs and preferences

Need Help?

Call the LTCO

1.800.889.2047

What We Do

- *Investigate problems and concerns about long-term care services*
- *Help people make their own decisions about care and services*
- *Help people on Choices for Care access long-term care services in the community*
- *Visit long-term care facilities to talk with residents and monitor conditions*
- *Educate facility staff and other providers about residents' rights and concerns*
- *Identify problem areas in the long-term care system and advocate for change*
- *Provide information to the public about long-term care services and options*

How We Can Help

If you get community-based long-term care services, we can help if:

- Your request for care is denied
- You are told that you no longer qualify for services
- You are concerned about the quality of your care or services
- You can't find the services you need to stay in your home

If you live in a long-term care facility, we can help with concerns you have about your:

- Care
- Privacy
- Transfer or discharge
- Rights
- Roommates
- Food
- Finances



All of your communications with us are confidential.

We do not charge for our services.