

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

What We Do

- Investigate specific problems and concerns people have about their long term care services
- Help people make their own decisions about their care and services
- Visit people who receive long term care services in their homes to talk about problems or to answer questions about their care
- Visit long term care facilities regularly to talk with residents and monitor conditions
- Educate facility staff and other providers about the rights and concerns of people receiving long term care services
- 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

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

Need Help?

Call the LTCO

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.

All of your communications with us are confidential.

We do not charge for our services.

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



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



Long-Term Care Ombudsman Project
A project of Vermont Legal Aid

1.800.889.2047
screening@vtlegalaid.org
www.vtlawhelp.org