

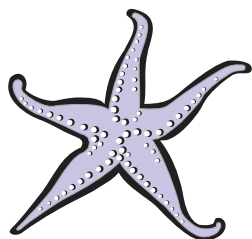
How to Contact Your Local Ombudsman

Relocating to a new home can be a complex and frightening experience.

The Pennsylvania State Long-Term Care Ombudsman program is available to assist you.

Our local ombudsmen are available to help you and can explain your rights as a resident in a facility.

We will advocate for you should you need — and want — someone to protect your interests.



**Our services are
FREE and confidential.
Please contact us today!**

You always have the right to be free from neglect and abuse.

To confidentially report ANY situation that threatens your safety, please contact:

Your Local Ombudsman:

Name: _____

Phone#: _____

www.aging.state.pa.us

Tel. (717) 783-7247



Office of the State LTC Ombudsman:
PA Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919

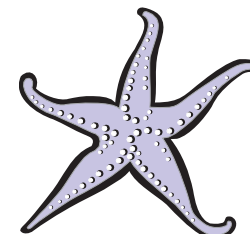
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Your Facility is Closing

**What Are
Your Rights
As A
Resident?**

**Pennsylvania's Long-Term Care
Ombudsman Program**



You have the right to:

- Be informed, in writing, 30 days in advance of the facility closure.
- Attend, and be actively involved in, relocation or discharge planning meetings.
- Have information on alternative living arrangements and options available to you.
- Have an assessment done for you on eligibility for funding and support in safely relocating to a new home or community.
- Visit other facilities to help you decide where you would like to live.
- Seek support from your local Ombudsman or a legal representative without fear of reprisal.

You have the right to:

- Receive adequate care and treatment services during the closing process.
- Request a review of any discharge decision with which you disagree.
- Be refunded any monies due to you by the facility within 30 days of discharge.
- Have your belongings safeguarded during the relocation process and made available to you in your new residence.
- Be treated with dignity and respect during the remainder of your stay at the current facility and when you move into your new home.

The Ombudsman can help by:

- Meeting with you to provide information about options you have.
- Helping you research a particular facility or service.
- Speaking on behalf of your interests throughout the closure process, with your consent.
- Accompanying you to discharge planning meetings and helping you with relocation choices.
- Consulting with you, your family, and the facility to avoid and resolve problems before they grow.
- Investigating resident right complaints and suggesting solutions.
- Protecting your rights throughout the process.