



The most difficult transitions involve moving from being well to being medically compromised. The Ombudsman program will always be available to assist you in your transition from your home to hospital or to a nursing home.

You have rights under Federal law.

A nursing home must accommodate to your needs and preferences. You have the right to self-determination.

What does this mean?

- It means you can ask about the reasons for your care.
- You can ask for more rehabilitation to regain functioning.
- You can say you want to return home.
- The nursing home must listen to you and accommodate to your wish.
- Placement in a nursing home does not have to be permanent.
- You do not have to adjust to a nursing home; the nursing home must adjust to your wishes.

Founded in 1889, Felton Institute, (formerly the Family Service Agency of San Francisco) is now the largest provider of outpatient social services in the City and County of San Francisco.

With our array of more than 30 programs in 11 languages at sites throughout the City, we serve thousands of San Francisco's most vulnerable residents every year.

Our services for seniors include outpatient mental health programs, a day support program, intensive case management, and a drop-in center located at the Curry Senior Center on Turk Street.



Felton Institute

1500 Franklin St
San Francisco, CA 94109
felton.org
(415) 474-7310

*Providing Advocacy and Support to Residents of
Long-Term Care Facilities in San Francisco*



Transitions and Ombudsman Advocacy

This is a program of
Felton Institute



Felton | FSA's Long-Term Care Ombudsman Program for San Francisco

Created by the Federal Older American Act, the Long-Term Care Ombudsman Program is a nation-wide service mandated to receive and investigate complaints regarding the welfare, health, safety, and rights of residents of nursing homes, assisted living facilities, or hospital discharge units. Complaints about the care of these people may be made by or on behalf of the resident.

Staff and field Ombudsmen are trained professionals who are certified by the State of California to carry out the duties according to the Ombudsman laws.

In addition to investigating complaints of neglect or abuse, Volunteer Ombudsmen regularly visit long-term care facilities to provide supportive, friendly contact with residents, improving their daily experience.



**Anyone can
contact us on behalf of
a person in nursing or
residential facilities.**

**Ombudsman services
are free and confidential**

**Do you feel you are not given a choice
when the Discharge Planner says you need
24 hour care?**

**Did you know you have both Civil
Rights and Resident Rights?**

- Residents in rehabilitative nursing wards have the right to participate in care planning.
- Residents or Patients have the right to a Discharge Plan or Transfer Summary.
- Patients have the right to appeal “denial of coverage” if they want more days of therapy.
- Residents have options and can get assistance from the social worker at the hospital to arrange for similar services in the community closer to home.
- Residents have a civil right to not be segregated in a facility because of disability, and to be informed of options.

To contact us, please call:

(415) 751-9788
(800) 231-4024 - after hours
(415) 751-9789 - fax

To volunteer, please call:

(415) 751-9788
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