



Know Your Rights!

- ★ The right to receive person-centered care.
- ★ The right to be treated with dignity and respect.
- ★ The right to be free from abuse and neglect.
- ★ The right to participate in decisions about your care.

Learn More: felton.org/ombudsman

Felton's LTC Ombudsman Program is funded by the City and County of San Francisco's Department of Disability and Adult Services. The program is designated by the Office of the State Long-Term Care Ombudsman, California Department of Aging.



About Us!

The mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of ensuring their dignity, quality of life, and quality of care.



Contact Us!

6221 Geary Blvd,
3rd Floor, SF,
CA 94121



(415) 751-9788



(415) 751-9789



ombudsman@felton.org

Crisis Line (after hours): (800) 231-4024



ombudsman
LONG - TERM CARE
SAN FRANCISCO

**Questions about
Your Quality of Care?
We Can Help!**

Advocate • Educate • Investigate • Resolve

felton.org/ombudsman



Who Are Ombudsmen?

An Ombudsman is a professionally trained advocate who can help ensure that residents get the care they want and are treated with the dignity they deserve.

How We Help

We work with you to resolve any problems or concerns you may have about your care.

- ★ We Visit Regularly and Listen
- ★ We Advocate for Residents' Rights
- ★ We Educate Residents & Families
- ★ We Investigate & Resolve Complaints

Become a Volunteer Advocate!

Call us at **415-751-9788**, or email us at ombudsman@felton.org

Any Issues or Concerns? Contact us!



Ombudsman services are **free** and **confidential**

- ★ Do staff respond when you need them?
- ★ Are there activities that interest you?
- ★ Do you have questions or concerns about your discharge?
- ★ Do you have questions about your care?

We are always ready day or night to provide advocacy and support

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Ombudsman services are **free** and **confidential**. The Ombudsman program is authorized by federal and state law. We receive and investigate complaints regarding the health, safety, welfare, and rights of older adults and people with disabilities living in long-term care facilities.

Los servicios del Defensor del Pueblo son gratuitos y confidenciales. El Programa del Defensor del Pueblo es un programa de defensa de visitas con mandato federal que recibe e investiga quejas sobre salud, seguridad, bienestar y derechos de adultos mayores y personas con discapacidades que viven en instituciones de atención a largo plazo.

申訴專員服務是免費和保密的。長期護理申訴專員計劃是由聯邦和州法律授權的。我們提供倡導居住在長期護理療養院或安老院的老年人和殘疾人士。我們接受並調查有關他們的健康，安全，福利和權利的投訴。

Услуги омбудсмeна бесплатны и конфиденциальны. Программа омбудсмeна по долгосрочному уходу утверждена федеральным законодательством и законодательством штата. Мы получаем и расследуем жалобы на здоровье, безопасность, благополучие и права пожилых людей. пожилые люди с ограниченными возможностями, проживающие в учреждениях длительного ухода.

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