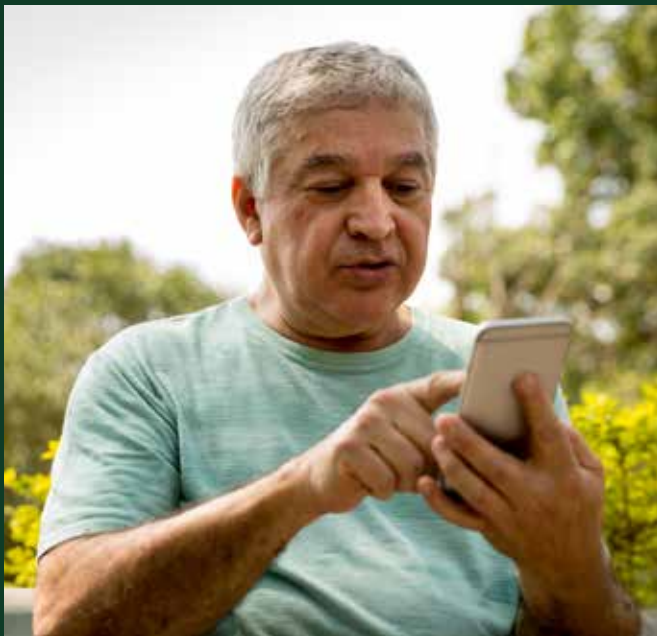


## HOW TO GET HELP

- Call our legal help hotline, managed by our partner, Legal Services Vermont, at: 1-800-889-2047
- For more information about the Vermont Long-Term Care Ombudsman Project visit our website: <https://www.vtlegalaid.org/vermont-long-term-care-ombudsman-project>

Burlington | Montpelier | Rutland  
Springfield | St. Johnsbury



## NEED AN INTERPRETER?

احصل على مساعدتنا بلغتك بالاتصال على  
1-800-889-2047  
اخبرنا باسمك ورقم هاتفك ثم انطق العربية.

Reciba nuestra ayuda en su idioma. Llame al 1-800-889-2047. Díganos su nombre y número de teléfono. Diga español.

သင့်ဘာသာစကားဖြင့် ကျွန်ုပ်တို့ထံမှ အကူအညီရယူရပါ။ 1.800.889.2047 ကိုခေါ်ဆိုပါ။ သင့်နာမည်နှင့် ဖုန်းနံပါတ်တို့ကို ပြောပါ။ မြန်မာ(ဗမာ) ကိုပြောဆိုပါ။

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. Equis quamenisi doloreperit dolut. Tem restiis as simagni occus.

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".

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## LONG-TERM CARE OMBUDSMAN PROJECT (VOP)

Free help for Vermonters receiving long-term care in nursing homes, residential care homes, assisted living residences, and in the community through Choices for Care.

<https://vtlawhelp.org> | 1-800-889-2047



## WHO WE ARE

**Vermont Legal Aid** is a statewide, non-profit law firm with a social justice mission. We provide free legal services to Vermonters facing civil legal problems that threaten their rights and well-being.

The **Long-Term Care Ombudsman Project** works to promote the rights of Vermonters receiving long-term care services. We also advocate for changes that lead to better care and better quality of life.

**"I felt so frustrated because my daughter lives in Canada. My son lives in Florida. Nobody to help me. I am 83 years old. I did not know what to do. . . I heard about the Legal Aid Ombudsman program. It is the best thing to ever happen to me."**

*- VOP Client*

## HOW WE HELP

### Complaint Investigation

We identify, investigate, and help resolve complaints made by, or for, individuals receiving long-term care services.

### Self-Advocacy

We help individuals speak in their own voices about their care.

### Community-Based Care and Services

We help people on Choices for Care receive long-term care services in the community.

### Program Activities

We visit long-term care facilities to talk with residents and monitor conditions, we educate providers about residents' rights, and we provide information to the public about long-term care services and options.

### Systems Advocacy

We help identify problem areas in the long-term care system and then advocate for improvements.

### Policy Advocacy

We advocate for laws and policies to improve the care and quality of life of Vermonters receiving long-term care in facility settings and in the community through Choices for Care.

## WHO WE HELP

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

