

SENIOR INFORMATION & ASSISTANCE

Northwest Regional Council
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Long-Term Care Ombudsman Program / Mental Health Ombuds Service

The Washington State Long-Term Care Ombudsman Program is intended to improve the quality of life for people who live in licensed long-term care facilities. The purpose of the program is to protect and promote the legal rights of those in long-term care facilities and assist in empowering residents to become self-advocates.

The Long-Term Care Ombudsman Program
330 Pacific Place, Mount Vernon, WA 98273
Regional Ombuds: (360) 421-1080 or (360) 416-7585
Washington State Long-Term Care Ombudsman Program: 800-562-6028

The North Sound Regional Ombuds provides consumer-directed advocacy and assistance to consumers of publicly-funded mental health or emergency mental health services. Ombuds assist consumers to ensure that their individual rights are honored. Ombuds ensure that publicly-funded mental health services respond to consumer needs and wishes.

North Sound Regional Ombuds / Mental Health Ombuds Service
330 Pacific Place, Mount Vernon, WA 98273
(360) 416-7004 or 888-336-6164

What can this program do for me?	What can't this program do for me?
Listen to your problem and maintain confidentiality.	Provide counseling or case management services.
Analyze what is involved and help you determine an appropriate solution. Recommend changes to correct a problem or prevent future occurrences.	Obtain information on your behalf without your consent.
Investigate facts, records, laws, policies and procedures with client consent.	Ensure any specific outcome.
Provide assistance in resolving the problem on an informal level, if possible.	Give legal advice or act as your attorney.
Assist you and follow through in the complaint and grievance process.	Enforce a recommendation.
Provide information on resources and consumer rights.	Require that you seek other services.

What can I do to assist the program in helping me?

- Be prepared to tell the WHO, WHAT, WHERE and WHEN of the problem
- Supply any written information you may have to the Ombudsman
- Consider what would be a fair resolution. What is it you want from the provider?
- Keep the Ombudsman informed of how you can be helped and where you can be reached