VERMONT LEGAL AID
WORKING TOGETHER FOR JUSTICE

NEED AN INTERPRETER?

Recorded message.

Verona Call Center.

1-800-889-2047

Choose number 1 for Spanish;

Choose number 2 for English;

Choose number 3 for Mandarin;

Choose number 4 for Hindi;

Choose number 5 for Vietnamese;

Choose number 6 for Somali;

Choose number 7 for French;

Choose number 8 for Arabic;

Choose number 9 for Vietnamese;

Choose number 0 for English.

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

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