

1. What is the role of the Vermont LTC Ombudsman Project?

- Promote the rights of people receiving long-term care services in Vermont
- Advocate for changes that lead to better care & better quality of life

2. With whom does the Vermont LTC Ombudsman Project work with?

- Nursing homes residents
- Residential care homes residents
- Assisted living residences residents
- CFC participants living in Adult family care (AFC) homes
- CFC participants living in their home

3. What does the Vermont LTC Ombudsman Project do?

- Investigate problems and concerns about long-term care services
- Help people make their own decisions about their long-term care and services
- Help people on CFC access long-term services in the community
- Visit LTC facilities regularly to talk with residents and monitor conditions
- Educate facility staff and other providers about the rights and concerns of people receiving long-term care services
- Identify problem areas in the long-term care system and advocate for change
- Provide information to the public about long-term care services and options

4. Is the Vermont LTC Ombudsman Project a state agency?

- No - The Vermont LTC Ombudsman Project not a state agency.
 - The Vermont LTC Ombudsman Project is a project of Vermont Legal Aid, Inc. and all ombudsmen are employees of Vermont Legal Aid, Inc.
 - The Vermont LTC Ombudsman Project is an independent voice for residents and CFC participants: Each year certify the Vermont Long-Term Care Ombudsman Project must be certified as free of any conflict of interest.

- **5. Who are the staff members of the Vermont LTC Ombudsman Project?**

<p><i>Katrina Boemig</i></p> <p>(Windham, Windsor Counties)</p> <p>56 Main Street, Suite 301 Springfield, VT 05156 Phone: 802.495.0488 Fax: 802.885.5754 kboemig@vtlegalaid.org</p>	<p><i>Michelle R. Carter*</i></p> <p>(Washington, Orange, Addison Counties)</p> <p>56 College St. Montpelier, VT 05601 Phone: 802.839.1327 Fax: 802.223.7281 mcarter@vtlegalaid.org</p> <p>* Michelle Carter also covers the “Quintowns” -Rochester, Hancock, Pittsfield, Stockbridge & Granville</p>	<p><i>Alice S. Harter</i></p> <p>(Essex, Orleans, Caledonia, Lamoille Counties)</p> <p>177 Western Ave., Suite 1 St. Johnsbury, VT 05819 Phone: 802.424.4703 Fax: 802.748.4610 aharter@vtlegalaid.org</p>
<p><i>Alicia Moyer</i></p> <p>(Chittenden & Franklin Counties)</p> <p>264 N. Winooski Ave. Burlington, VT 05402 Phone: 802-448-1690 Fax 802.863.7152 amoyer@vtlegalaid.org</p>	<p><i>Jane Munroe</i></p> <p>(Rutland, Bennington Counties)</p> <p>57 North Main Street Rutland, VT05701 Phone: 802.855.2411 Fax: 802.775.0022 jmunroe@vtlegalaid.org</p>	<p><i>Sean Londergan</i></p> <p>264 North Winooski Avenue Burlington, VT 05401802.383.2227 slondergan@vtlegalaid.org</p>