



## Fresno-Madera Ombudsman Program

*Advocates for Residents in Long-Term Care Facilities*

### **Choosing a Residential Care Facility for the Elderly**

**Thank You** for contacting the Fresno-Madera Long-Term Care Ombudsman Program, an advocacy group who helps protect and ensure the quality of care of seniors living in long-term care facilities. Ombudsmen educate residents and their families about their rights in these facilities, help resolve complaints, and address issues.

As per your request, attached is a current listing of residential care facilities for the elderly in Fresno and Madera counties.

Choosing a Residential Care Facility for the Elderly can be a difficult and overwhelming task. To help you through this process, please find below, some tips compiled by our program and Bet Tzedek Legal Services ([www.bettzedek.org](http://www.bettzedek.org)), a non-profit public interest law center which provides free legal services to low-income residents of Los Angeles County. Additional resources can be found at: [www.canhr.org](http://www.canhr.org)

- Make sure the facility is licensed.** A facility with no license is illegal. And, a facility with no license means no government agency is monitoring the care provided. Licensing information for particular facilities can be obtained by calling the Community Care Licensing Division of the California Department of Social Services at (559) 243-8080 or by visiting their website at: <http://cclcd.ca.gov>.
- Make sure the residential care facility's license will allow for his/her admission.** Residential care facilities are licensed to admit certain types of residents. Usually, a residential care facility does not provide skilled nursing care as it must be provided by an appropriately licensed professional trained to perform that level of care.
- If possible, choose a facility near the resident's family members and friends.** Residents with frequent visitors generally do better physically and emotionally than residents without visitors.
- Visit to determine quality of care. Look, Listen, and Smell.** If possible, visit during meal times, weekdays and weekends (*day and evening*), to obtain a complete picture of the facility. Most importantly, talk to current residents and their visitors about the facility.
- Examine the facility's inspection records maintained by Community Care Licensing Division of the California Department of Social Services by calling (559) 243-8080 or by visiting their website at: <http://cclcd.ca.gov>.**
- Talk to the Administrator of the facility.** Ask who will report to family members and who to contact regarding concerns or complaints. Find out what religious, social, and community activities are available for residents.
- Never sign an agreement you do not understand.** You have the right to take a copy of the agreement home to study, to ask questions about its terms and, if necessary, to seek changes.