



The Maine Long-Term Care
OMBUDSMAN
Program

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Dear residents and family members,

We are writing to you in response to the restrictions on visiting to prevent the spread of Covid-19. We know the restrictions on visiting may be very difficult for you. We want you to know that we are here to provide you with any information and support you may need. Because of the visiting restrictions, Ombudsman staff cannot visit long-term care homes on a regular basis as we have in the past. However, we can assist you if you contact us by phone or email. If you have difficulty with this, you could ask the staff for assistance in being in touch with us.

It is important that the staff assists you with remaining in contact with your family and friends. During this period, you should receive the care and services you need. If you have any questions or concerns, please contact us at 1-800-499-0229 or mltcop@maineombudsman.org.

Sincerely,

Brenda Gallant
Executive Director