



Self Advocacy for Consumers of North Carolina Long-Term Care Services

The best way to achieve quality care and services is for you and your provider to come together as a team. Your provider brings skills, health care knowledge, and expertise to the team, while your expertise is YOU. No one knows more about you than you, and no one cares more!

Know the full range of care, services, and supports for which you are eligible and what you have the right to expect.

- **Create a circle of support.**

This is a group of family members, friends and/or other people you trust who provide assistance, guidance, relationships, safety and community to you. They can assist you in advocating for the care and services you want and may suggest steps you might take relating to you care.

- **Provide information about yourself to your providers and participate in developing your care/services/support plan.**

- **Communicate effectively and ask for consistent assignment of aides/attendants.**

- **Know whom to contact within the agency, facility, or system when you have questions or concerns about your care or the services you are receiving.**

- **Know what advocates are available to guide or counsel you.**

Individuals who don't work for the provider or facility and can give you unbiased information and guidance. These might include: Long-Term Care Ombudsman; Centers for Independent Living; Disability Rights North Carolina; Friends of Residents in Long-Term Care, and others.

- **Know that you can change providers if you are not happy with your care or services. You are paying for your care and should be the person in charge of directing the care you receive.**

About FOR

Friends of Residents in Long-Term Care (FOR) seeks to improve the quality of life for the 100,000+ individuals who receive long-term care services in both residential and community settings throughout North Carolina. We accomplish our mission by helping consumers and their families become educated and effective self-advocates.