

Regional Long Term Care Ombudsman Program- Advocates for Residents in Long Term Care

The office of the Long Term Care Ombudsman investigates complaints about services in long term care facilities, mediates disputes, offers information/referral about long term care, provides advocacy services, technical assistance, and consultation to senior citizens, public agencies, legislators, and care providers.

North Carolina General Statutes direct the Long Term Care Ombudsman to ensure that long term care residents have full opportunity to exercise their basic rights, which include--civil and religious liberties, the right to independent personal decisions and knowledge of available choices.

The Regional Long Term Care Ombudsman provides support and assistance to Local Community Advisory Committees.

Helpful Resources:

Your local Police Department

Your local Better Business Bureau

North Carolina Department of Justice
877-566-9001 (toll free in North Carolina)



Piedmont Triad Council of Governments

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Service Area:

Alamance, Caswell, Davidson, Guilford,
Montgomery, Randolph, and Rockingham
Counties

Piedmont Triad Council of Governments
Area Agency on Aging
**REGIONAL LONG TERM CARE
OMBUDSMAN PROGRAM**

**Be on Guard-
Against
Telemarketing Scams!**

Just hang up!



How to Prevent or Avoid Telemarketing Scams

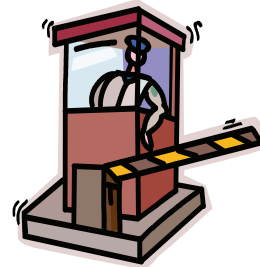
While some telemarketers call to pitch legitimate goods and services, there are also telemarketers whose purpose isn't to sell anything but rather to defraud you. The Federal Trade Commission estimates that fraudulent telemarketers scam as much as \$40 billion a year from U.S. consumers.

To make sure you don't fall victim to a telemarketing scam, follow these tips:

- ⊙ Your never have to make a purchase or pay taxes, fees or other expenses in advance in order to receive a prize. Anyone claiming that you must do so is trying to defraud you.
- ⊙ Never make an advance payment to anyone who promises you a loan or credit card. It is illegal under state, federal and Canadian law to require payment in advance in order to receive a loan or be referred to someone who will issue you a loan or credit card.
- ⊙ It is illegal to offer lottery tickets over the phone or through the mail. Anyone doing so is trying to cheat you.



- ⊙ Never give your bank account, credit card or Social Security number to someone you don't know who calls you on the phone.
- ⊙ Watch out for your senior citizen friends and family. Be especially vigilant about seniors who suffer from Alzheimer's Disease, other forms of cognitive diseases or depression.
- ⊙ Frequent trips to Western Union or Money gram or frequent pick-ups by overnight courier services can be signs that someone is a victim of telemarketing fraud. Once a fraudulent telemarketer discovers a victim, that victim's name will be sold to hundreds of other scammers.
- ⊙ Double check references for door-to-door sales, home repair offers and other products.
- ⊙ Verify that charities, businesses and even government officials who contact you are who they claim to be before you provide any personal information. If you think the request for information is legitimate, hang up and independently verify that this is a proper request from a real employee. Then call them back at a number you verified



not the number they provided to you.

Sign up for the national Do-Not-Call registry at (888) 382-1222 or www.nocallsnc.com to stop unwanted telemarketing calls.

If you get a call that you think may be telemarketing fraud, or if you think that someone you know has been the victim of a scam, **call the Attorney General's Consumer Protection Office at 1-877-5-NO-SCAM**. If the call appears to come from Canada or mentions Canada, also contact the Canadian telemarketing fraud task force Operation Phone Busters at (888) 495-8501, a toll-free call.