


OFFICE OF THE  
State Long-Term Care  
Ombudsman



## LONG-TERM CARE OMBUDSMAN

**Mission: To empower and enhance the lives of residents in long-term care facilities by seeking resolution of issues and advocating for resident rights.**

The long-term care ombudsman advocates for rights and the wishes of residents in long-term care facilities by investigating complaints, seeking resolution to problems, and providing advocacy with the goal of enhancing quality of life. All services are free and confidential.

## WHAT CONCERNS DOES A LONG-TERM CARE OMBUDSMAN ADDRESS?



**Violation of resident rights**



**Poor quality of care**



**Improper transfer/discharge**



**Any resident concern about quality of life**

## WHEN TO CALL THE OMBUDSMAN

- To ask for assistance resolving a concern or to learn about self-advocacy
- To inquire about resident rights
- To clarify state or federal regulations and facility policies
- To understand the role of substitute decision makers, such as power of attorney, guardian and/or conservator
- To obtain assistance with the involuntary discharge of a resident or the facility closure process

**Reach out to your  
long-term care ombudsman at  
866-236-1430**