Key Messages

**What is an ombudsman/what does an ombudsman do?**
A long-term care ombudsman advocates for residents in nursing homes and assisted living facilities. We protect resident rights.

**What do ombudsmen advocate for/what are resident rights?**
Residents have a variety of rights, from the right to quality care to the freedom to make their own choices. Every resident deserves to have a voice.

**How does an ombudsman work/what makes you different from the nursing home staff?**
Ombudsmen are independent from facility management, which means we can effectively fulfill our responsibility to advocate on behalf of residents.

**Is there anything else you want to make sure viewers/listeners/readers know?**
Volunteer ombudsmen make a significant contribution to our efforts, and we are always looking for volunteers who are interested in advocating for residents.