

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.