

We have the information you need!

We understand that being a long-term care consumer is not easy! We have brief, concise written materials on many topics that can help you. And if another agency or organization can be of assistance, we'll put you in touch with them.



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State of Wisconsin  
Board on Aging and Long Term Care  
Ombudsman Program  
1402 Pankratz st., Suite 111  
Madison, WI 53704-4001  
1.800.815.0015  
website <http://longtermcare.state.wi.us>  
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# Long Term Care Ombudsman Program

When You Call  
**1-800-815-0015**



## What Services are Provided when You Call Our 800 Number?

### Advice

Sometimes a long-term care facility can be an intimidating place. After all, it's really a small community. We can provide guidance and make suggestions that may help you achieve a positive working relationship with the facility staff.

### If a Problem Arises

When difficulties occur during the time your relative or friend is staying a long-term care facility, we can help you determine what you can do to resolve the problem and how to prevent it from happening again.

## Residents and Families

If you need the help of a Regional Ombudsman, we will make a referral for you. You will receive a follow-up telephone call from the Ombudsman in your area to talk about your concerns. The information that you provide is the basis for the investigation in to the resident's problems.

## Planning for Your Long-Term Care Needs

The time may come when a person can no longer live on their own. Call us to discuss the long-term care options available here in Wisconsin and in your area. You'll want to know what factors to consider when looking for the best solution.

## When You Need to Choose a Facility

It's hard to know what facility would best meet the needs of the person you care about. Regardless of the length of stay, the facility selected will become "home". Guidance will be given to help you make an informed choice.

