

## Our Mission

The mission of the Arkansas Ombudsman Program is to ensure that long-term facility residents have the right to live their lives with dignity and feel free to voice complaints or concerns without fear of retaliation.

The Ombudsman strives to be a trusted advocate for all residents by educating them regarding their rights, investigation of complaints and empowering residents to speak for themselves. The Ombudsman provides support for those who feel they do not have a voice.



**1-501-682-1001**

**[www.arombudsman.com](http://www.arombudsman.com)**

## Contact Your Ombudsman

### Region I

Area Agency on Aging of Northwest Arkansas

Counties: Benton and Washington

Phone: 1-888-268-3610 or 1-479-273-9424

Counties: Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy

Phone: 1-877-286-3621 or 1-870-743-1623

### Region II

White River Area Agency on Aging

Counties: Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White, and Woodfuff

Phone: 1-800-382-3205 or 1-870-612-3000

### Region III

East Arkansas Area Agency on Aging

Counties: Clay, Craighead, Crittenden, Cross, Greene, Lawrence, Lee, Mississippi, Phillips, Poinsett, Randolph, and St. Francis

Phone: 1-888-311-2238 or 1-870-336-2260

### Region IV

Area Agency on Aging of Southeast Arkansas

Counties: Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, and Lincoln

Phone: 1-800-264-3260 or 1-870-543-6300

### Region V

Central Arkansas Area Agency on Aging (Carelink)

Counties: Faulkner, Lonoke, Monroe, Prairie, Pulaski, and Saline

Phone: 1-800-482-6359 or 1-501-372-5300

### Region VI

Area Agency on Aging of West Central Arkansas

Counties: Clark, Garland, Hot Spring, Montgomery, and Pike

Phone: 1-800-467-2170 or 1-501-321-2811

Counties: Conway, Johnson, Perry, Pope, and Yell

Phone: 1-800-467-2171 or 1-479-967-9300

### Region VII

Area Agency on Aging of Southwest Arkansas

Counties: Hempstead, Howard, Little River, Miller, Nevada, and Sevier

Phone: 1-870-904-9152

Counties: Calhoun, Columbia, Dallas, Lafayette, Ouachita, and Union

Phone: 1-870-904-1536

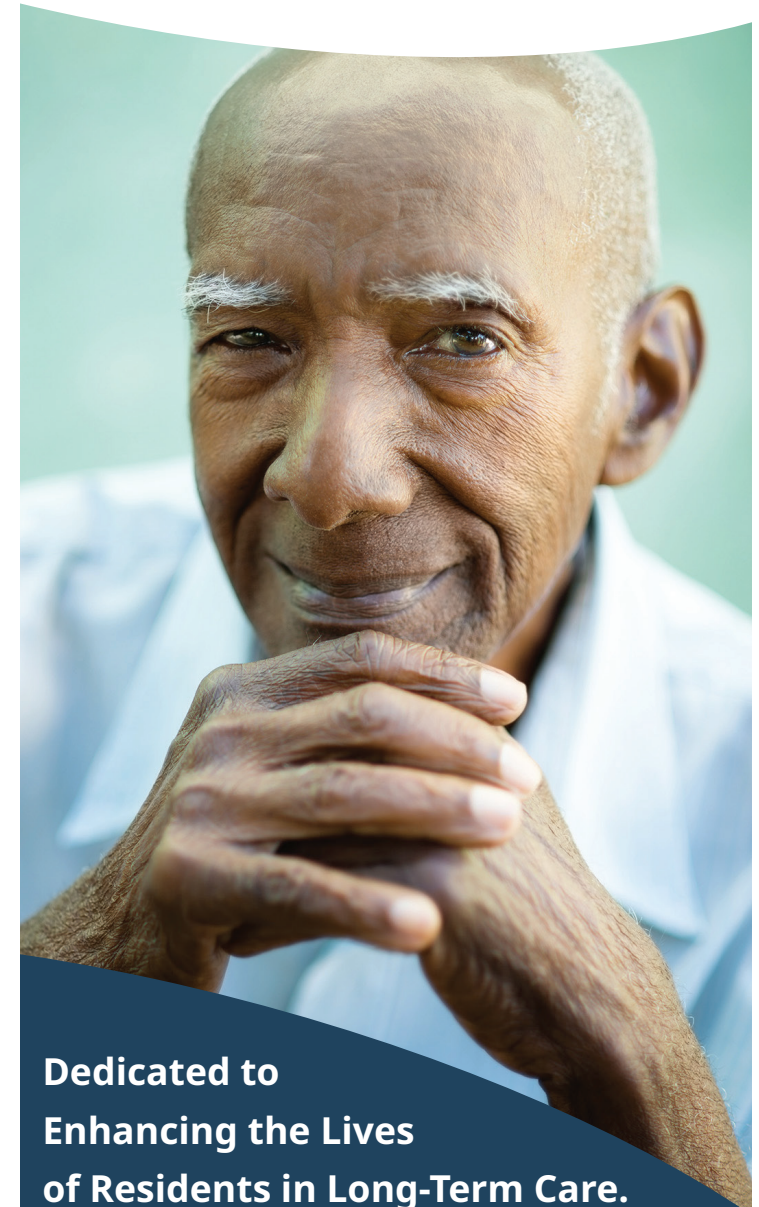
Phone: 1-800-272-2127 or 1-870-234-7410

### Region VIII

Area Agency on Aging of Western Arkansas

Counties: Crawford, Franklin, Logan, Polk, Scott, and Sebastian

Phone: 1-800-320-6667 or 1-479-783-5550 ext. 2009



**Dedicated to  
Enhancing the Lives  
of Residents in Long-Term Care.**



## What Is a Long-Term Care Ombudsman?

### When Should I Call the Ombudsman?

Contact your Regional Ombudsman, whose name and number is posted in the facility, whenever you have questions about:

- Finances
- Long-Term Care Medicaid Eligibility
- Use of Restraints
- Guardianship/Power of Attorney
- Food Quality
- Transfers or Discharges
- Social Activities
- Residents' Rights Concerns
- Care Plans

### Who Should Call?

Anyone who has a concern about a long-term care resident may contact the Ombudsman. These people might be:

- Residents
- A Friend or Relative
- Facility Staff or Administrator
- Health Care Official
- Anonymous Caller
- Guardian

- An advocate for residents of nursing homes, assisted living, and residential care facilities
- A person who receives, investigates and resolved complaints on behalf of residents and families
- A person who regularly visits residents to hear their concerns and complaints
- A person who deals with issues such as:
  - Resident Rights
  - Quality of Life Concerns
  - Medicaid/Medicare Issues
  - Discharges/Transfers