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.

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 Woodruff
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
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

What Is a Long-Term Care Ombudsman?

- 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