

DO YOU HAVE A CONCERN? ASK YOUR OMBUDSMAN

The Long-Term Care Ombudsman Program is a federally mandated program that advocates to protect rights of residents living in long-term care facilities.

HOW CAN AN OMBUDSMAN HELP YOU?

Long-Term Care Ombudsmen assist residents and families with concerns about care and quality of life. Ombudsmen problem solve with people to resolve concerns with investigation, education, and self-advocacy.



Listening to concerns of residents & family members	Educating residents about their rights	Protecting resident health, safety, and rights	Working with residents to solve problems	Making staff aware of state and federal regulations and laws
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All Services Are Free and Confidential.

HOW TO CONTACT US? We cannot make on-site visits at this time but are still here to help. See other side to contact your Regional Ombudsman.

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CONTACT YOUR OMBUDSMAN:
HEATHER ANDERSON

Phone: 1-651-724-0187

Email: heather.e.anderson@state.mn.us



Serving Counties: Becker, Clay, Hubbard, Mahnomen, Norman, and Otter Tail

Heather Anderson, Regional Ombudsman for Long-Term Care
15320 Blackhawk Road, Audubon, MN 56511

Office of Ombudsman for Long-Term Care

A Free and Confidential Service of the MN Board on Aging

Website: <https://mn.gov/board-on-aging/>

St. Paul Intake Line: 1-800-657-3591; **Email:** MBA.OOLTC@state.mn.us

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