

## WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

Under the federal Older Americans Act (OAA) every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system.



## WHAT DOES THE OMBUDSMAN PROGRAM DO?

The Ombudsman program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. Ombudsmen work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of care.

### Ombudsman responsibilities include:

- Educating residents, their family, and facility staff about residents' rights and good care practices;
- Ensuring residents have regular and timely access to ombudsman services;
- Providing technical support for the development of resident and family councils;
- Advocating for changes to improve residents' quality of life and care;
- Providing information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues;
- Representing resident interests before governmental agencies; and
- Seeking legal, administrative and other remedies to protect residents.

## HOW CAN I CONTACT THE OMBUDSMAN PROGRAM?

More information about the Ombudsman program is available at <https://ltombudsman.org/>

To find a program near you, visit [https://theconsumervoice.org/get\\_help](https://theconsumervoice.org/get_help) or call the Eldercare Locator, 1-800-677-1116