





Long-Term Care Ombudsman

Area III Agency on Aging
@ Sage Community Resources



What is a Long-Term Care Ombudsman?

A Long-Term Care (LTC) Ombudsman is an advocate & problem solver for individuals over the age of 60.



LTC Ombudsman as an Advocate:

- Investigator
- Mediator
- Educator
- Referral Resource



Investigator:

A LTC Ombudsman can identify, investigate, and help resolve complaints made by, or on behalf of, senior individuals.



Mediator:

LTC Ombudsmen have the communication skills needed for conflict resolution between residents

and:

- Facility Staff
- Government Agencies
- Family Members
- Other Healthcare Agencies



Educator:

A LTC Ombudsman can provide information to long-term care residents, their family members, and individuals in the community. This

information can include:

- Residents' Rights
- Government Benefits & Entitlements
- Assessing Long-Term Care Services
- Opportunities & Resources for Seniors



Referral Resource:

A LTC Ombudsman is a great referral resource to connect individuals with:

- Bureau of Facility Standards
- Medicaid
- Medicare
- Legal Aid
- Fair Housing Office
- AND MORE...



Filing a Complaint With a LTC Ombudsman:

- Telephone
- Letter
- Email
- Personal Visit



Who Can Contact a LTC Ombudsman?

- Residents of LTC facilities.
- Senior individuals in the community.
- Families members of senior individuals.
- Administration & staff of LTC facilities.
- **ANYONE** with a concern for the health & well-being of seniors.



Confidentiality:

A LTC Ombudsman **WILL NOT** repeat your conversation with anyone unless you give him or her permission to do so.

LTC Ombudsman Contacts:

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