

What does a Long Term Care Ombudsman Do?

- Investigates and works to resolve problems or complaints affecting long-term care facility residents.
- Identifies problem areas in long-term care and advocates for change.
- Provides information about long-term care and related services.
- Promotes resident, family and community involvement in long-term care.
- Educates the community about the needs of long-term care residents.
- Educates facility staff about resident rights and other issues.
- Coordinates efforts with other agencies concerned with long-term care.
- Visits long-term care facilities routinely to talk to residents and monitor conditions.
- Promotes community involvement through volunteer opportunities.