WHAT SERVICES DOES AN OMBUDSMAN PROVIDE?

- **Education** to inform residents, families, and facility staff on a variety of issues related to aging, long-term care, and residents' rights.

- **Information** and referral to empower individuals to resolve concerns and complaints on their own behalf.

- **Consultation** to make recommendations for protecting the rights of residents and improving their care and quality of life.

- **Individual Advocacy** to facilitate the resolution of concerns and complaints and to protect the rights of residents.

- **Systems Advocacy** to identify significant concerns and problematic trends and to advocate for systemic changes that will benefit current and future residents of long-term care facilities.

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**Contact Us:**

Long-term Care (LTC) Ombudsman Program

Department of Health & Human Services
P.O. Box 95026
Lincoln, NE 68509-5026
(402) 471-2307
1-800-942-7830 (Nebraska only)
dhhs.LTCOmbudsman@nebraska.gov

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**The Long-Term Care Ombudsman Program of Nebraska**

**Mission**

To **empower and enhance** the lives of residents in long-term care facilities by seeking resolution of issues and advocating for residents’ rights.

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**Call Your Ombudsman. We Are Here to Help You.**

Nebraska’s LTC Ombudsman Program consists of the State Office and several Local LTC Ombudsman Programs, which are located at Area Agencies on Aging and serve specific regions.
WHO CAN USE OMBUDSMAN SERVICES?

- A Resident of any nursing home or care facility, including assisted living facilities.

- A family member or friend of a facility resident.

- A nursing home administrator or employee with a concern about a resident at their facility.

- Any individual or citizen's group interested in the welfare of residents.

- Individuals and families who are considering long-term care placement.

WHAT CONCERNS DOES AN OMBUDSMAN ADDRESS?

- Violation of residents' rights or dignity.

- Physical, verbal or mental abuse, deprivation of services necessary to maintain residents' physical and mental health, or unreasonable confinement.

- Poor quality of care, including inadequate personal hygiene and slow response to requests for assistance.

- Improper transfer or discharge of patient.

- Inappropriate use of chemical or physical restraints.

- Any resident concern about quality of care or quality of life.

WHAT DOES AN OMBUDSMAN DO?

- Resolves complaints made by or for residents of long-term care facilities.

- Educates consumers and long-term care providers about residents' rights.

- Promotes community involvement through volunteer opportunities.

- Provides information to the public on long-term care facilities and services, residents' rights, and legislative and policy issues.

- Advocates for residents' rights and quality care in nursing homes, assisted living facilities, and other long-term care facilities.

- Promotes the development of citizen organizations, family councils and resident councils.