



Residents of long-term care homes have RIGHTS

Ombudsman: a Swedish word meaning agent, representative, or someone who speaks on behalf of another.

- Spanish: Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.528.7328
- Bosnian: Pažnja: Ako govorite bosanski, besplatne usluge jezične pomoći dostupne su vam. Pozovite 1.800.528.7328
- Somali (Cushite): Xiyyeeffannaa: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1.800.528.7328

Become a Volunteer Ombudsman

If you have a passion for helping others, a caring spirit and good communication skills, you are needed! Become a Volunteer Ombudsman and help improve the quality of life and quality of care to residents in a long-term care home near you. Training, skill building and ongoing support are provided.

North Dakota Long-Term Care Ombudsman Program

In accordance with federal and state law, it is the policy of the North Dakota Department of Human Services (DHS), Aging Services Division, to prohibit discrimination against individuals in the delivery of programs and services, and to make all programs and activities accessible.

For information on the DHS non-discrimination policy go to:

www.nd.gov/dhs/misc/nondiscrimination.html

NORTH
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North Dakota Long-Term Care Ombudsman Program

Enhancing the quality of life and the quality of services for residents of long-term care homes through empowerment, advocacy, and education.

What is the Long-Term Care Ombudsman Program?

The Long-Term Care Ombudsman Program was established and mandated under the authority of the federal Older Americans Act.

The primary role of the Ombudsman is to advocate for the protection of the health, safety, welfare and rights of residents in long-term care homes.

The program serves ALL residents of assisted living, basic care, swing bed and nursing homes facilities.

Referrals are accepted from; and information and consultation with a resident perspective are offered to:

- Residents
- Families and friends of residents
- Community members
- Long-term care facility staff
- Agencies and providers as well as regulatory and licensing entities

How can an ombudsman help?

As an independent advocate for residents, an ombudsman can:

- **Provide information and consultation about:**
 - » Resident rights
 - » Service options
 - » Regulations that apply to long-term care homes
- **Investigate and work to resolve complaints relating to:**
 - » Quality of care or services
 - » Quality of life
 - » Rights violation
 - » Access to services
 - » Transfer, discharge or eviction
- **Promote resident, family and community involvement with long-term care homes**
- **Identify systems issues and advocate for change**

How do I find an ombudsman?

**State Long-Term Care Ombudsman
Aging Services Division**

1237 W. Divide Ave., Ste 6
Bismarck, ND 58501

Telephone: 701.328.4617, 711 (TTY)

Toll-free: 1.855.462.5465, option 3

Fax: 701.328.0389

(A free and confidential service)

To find the local ombudsman assigned to your facility, call 1.855.462.5465, option 3

To report a concern about the health, safety, welfare or rights of a resident:

Call the numbers above, send an e-mail to dhsagingombud@nd.gov or complete and submit the online complaint form (SFN 1829) at:

www.nd.gov/eforms/Doc/sfn01829.pdf

Information on the Long-Term Care Ombudsman Program is also posted at each long-term care home.

