

RESIDENTS of long-term care homes have RIGHTS

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

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Become a Volunteer Ombudsman

If you have a passion for helping others, a caring spirit and a willingness to learn, you are needed! Training, skill building and ongoing support are provided.

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.

North Dakota Long-Term Care Ombudsman Program



Aging Services Division
North Dakota Department of Human Services
1237 W. Divide Ave., Ste 6
Bismarck, ND 58501



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 advocacy, education and empowerment.

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.

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 facilities
- Investigate and work to resolve individual complaints relating to
 - Quality of care or services
 - Quality of life
 - Rights violation
 - Access to services
 - Discharge or eviction
- Promote resident, family and community involvement with long-term care facilities
- Identify systems issues and advocate for change



How do I find an ombudsman?

State Long-Term Care Ombudsman
Aging Services Division
1237 West Divide Avenue, Ste 6
Bismarck, ND 58501
Telephone: 701-328-4617
Toll Free: 1-855-462-5465 option 3
Fax: 701-328-0389

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 <https://apps.nd.gov/itd/recmgmt/rm/stFrm/eforms/Doc/sfn01829.pdf>.

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