

Contact Information

State Long Term Care Ombudsman

**Aging Services Division
N.D. Dept. of Human Services
1237 West Divide Avenue, Ste 6
Bismarck, ND 58501**

**Telephone: 701-328-4601
Toll Free: 1-855-462-5465
TDD: 701-328-8968
Fax: 701-328-8744**

Local Ombudsman

**Find the Local Ombudsman
assigned to your facility
by calling 1-855-462-5465.**

Information on the Long Term
Care Ombudsman program is
also posted within each LTC
facility.

Non-Discrimination Policy

The Department of Human Services makes available all services and assistance without regard to race, color, national origin, religion, age, sex, or handicap, and is subject to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, as amended.

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

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Aging Services Division

NORTH DAKOTA LONG-TERM CARE OMBUDSMAN PROGRAM

**Dedicated to Enhancing
the Quality of Life
for Older Persons and
Persons with Disabilities**

What Does The Ombudsman Do?

The Ombudsman

- Receives, investigates, and works to resolve complaints affecting residents of long-term care **(LTC)** facilities.
- Works to protect the resident's health, safety, welfare, or rights.
- Answers questions, provides service information and makes referrals;
- Promotes resident, family, and community involvement with LTC facilities;
- Promotes community education about long-term care issues;
- Coordinates actions with other agencies and organizations concerning residents in LTC facilities;
- Identifies issues and problem areas;
- Recommends changes in laws, rules, policies, etc. to benefit residents in LTC facilities.

Who Does The Ombudsman Assist?

- Residents of nursing facilities, basic care facilities, hospital swing beds, sub-acute, transitional settings, and assisted living facilities;
- Families and friends of the residents;
- Employees and administrators of long-term care facilities;
- Various regulatory, certification and other agencies; and the general public.

What Types Of Concerns Does The Ombudsman Handle?

- Concerns related to the rights of residents of LTC facilities,
- Concerns about the care or treatment provided in areas such as admission, health service, drugs, food, patient funds, and transfer or discharge;

- Problems with billing and charges or Medicare and Medicaid benefits; and
- Requests for information.

Program History And Authority

The Long Term Care Ombudsman Program is established and mandated under the authority of the Federal Older Americans Act.

In 1983 Senate Bill 2070 was passed by the North Dakota Legislature and signed into law by the Governor, and established the statewide Long-Term Care Ombudsman Program.

The Ombudsman Program is administered through the Department of Human Services, Aging Services Division.

The primary role of the Ombudsman is to advocate for the rights and interests of residents in long-term care facilities.

