Resident Council Resource:

National Long Term Ombudsman Resource Center

https://ltcombudsman.org/

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.

English: Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-528-7328.

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.

In accordance with Federal and state law, it is the policy of the 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 Nondiscrimination Policy go to: http://www.nd.gov/dhs/misc/nondiscrimination.html

NORTH Dakota | Human Services
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AGING SERVICES DIVISION
1237 West Divide Ave. Ste 6
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RESIDENT COUNCILS in Long-Term Care Facilities

A resident council is an organized, independent and self-led group of persons living in a long-term care facility.

Importance of Resident Councils

Resident Councils are important for many reasons. They have become more recognized for the important contributions that residents make when given the opportunity to speak for themselves.

They provide a forum for residents to:

- Voice their concerns directly to invited staff
- Hold the facility accountable
- Identify problems and their solutions from the residents' perspective
- Allow residents to recognize staff they feel deserving of recognition
- Open up discussion on topics of interest to residents
- Contribute to shaping their home and world.

How the Long-Term Care Ombudsman Program Can Help:

- Educate and support residents in starting a resident council
- Assist in establishing a staff contact to take resident concerns forward for resolution.
- Provide training and education on different topics.
- Assist with issue advocacy identified by the resident council.

North Dakota Law

NDCC 50-10.2-02 gives the right to residents and their families to organize, maintain, and participate in resident advisory and family councils.

CONTACT INFORMATION

State Long Term Care Ombudsman

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