

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.



CONTACT INFORMATION 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



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>

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VOLUNTEER Long-Term Care Ombudsmen

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.



Volunteer Ombudsman Qualifications

- Be at least 18 years of age
- Be free of conflicts of interest that can't be removed or remedied
- Have a clear criminal background check and reference checks
- Understand the issues for residents in long-term care facilities and be ready to advocate on these concerns
- Have good interpersonal, problem-solving, verbal, writing and reading skills
- Attend and participate in initial and annual training
- Agree to comply with all applicable federal and state laws, and all policies and procedures of the ND Long-Term Care Ombudsman Program

As an independent advocate for residents, a volunteer 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



Expected Commitment

- Visit residents of assigned long-term care facility regularly
- Work with residents to resolve concerns to their satisfaction
- Submit monthly documentation

