

If You Live in a Long-term Care Home...

- You can talk with the ombudsman who visits your long-term care or veterans home.
- You can share concerns about your situation or other problems that bother you.
- You can be assured that the ombudsman will keep your talks completely confidential.
- You can get help with a problem you may be having because the ombudsman will assist you in reaching a solution.
- You can get information about your rights as a long-term care or veterans home resident from the ombudsman.



If You Have a Relative or Friend in a Long-term Care Home...

- You can have the ombudsman's help in developing a good relationship with the home's staff.
- You may call on the ombudsman for advice and assistance on behalf of your loved one.
- You may ask questions about your loved one's care, charges for care or about obtaining services for resources outside the home.
- You can get information about the state regulations that apply to your loved one's home.

If You Work in a Long-term Care Home...

- You can use the ombudsman's services to work on starting helpful conversations between you and the home's residents.
- You may refer residents with special needs to the ombudsman who can then spend extra time visiting with them.
- You can call on the ombudsman to help you better understand an individual resident's needs, because the ombudsman's visits can provide insight into a resident's particular concerns.
- You may discover that the ombudsman can help find solutions to small problems before they become large problems.



An Ombudsman is:

- An advocate for residents' rights.
- Not a state inspector or an employee of a long-term care or veterans home.
- Free and confidential.

The Ombudsman Program is composed mostly of volunteers who are specially trained and certified in helping residents and facility staff come together in finding a resolution that respects residents' wishes.



For more information
or to contact an
ombudsman,
please contact:

Missouri Department of
Health and Senior Services

State Office of
Long-Term Care
Ombudsman

P.O. Box 570
Jefferson City, MO 65102

1-800-309-3282

health.mo.gov/ombudsman

LTCOmbudsman@health.mo.gov



An EO/AA employer: Services provided
on a nondiscriminatory basis.

Individuals who are deaf, hard-of-hearing,
or have a speech disability can dial 711 or
1-800-735-2966.

An Advocate Can Help

