<table>
<thead>
<tr>
<th>If You Live in a Long-term Care Home…</th>
<th>If You Have a Relative or Friend in a Long-term Care Home…</th>
<th>If You Work in a Long-term Care Home…</th>
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<tbody>
<tr>
<td>• You can talk with the ombudsman volunteer who visits your long-term care home each week and takes time to listen to your concerns.</td>
<td>• You can have the ombudsman’s help in developing a good relationship with the home’s staff.</td>
<td>• You can use the ombudsman’s services to work on helpful conversation between you and the home’s residents.</td>
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<td>• You can share concerns about your situation or other problems that bother you.</td>
<td>• You may call on the ombudsman for advice and assistance on behalf of your loved one.</td>
<td>• You may refer residents with special needs to the volunteer ombudsman who can then spend extra time to visit with them.</td>
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<td>• You can be assured that the ombudsman will keep your talks completely confidential.</td>
<td>• You may ask questions about your loved one’s care, charges for care or about obtaining services for resources outside the home.</td>
<td>• 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.</td>
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<td>• You can get help with a problem you may be having because the ombudsman will assist you in reaching a fair solution.</td>
<td>• You can get information about the state regulations that apply to your loved one’s home.</td>
<td>• You may discover that the ombudsman can help find solutions to small problems before they become large problems.</td>
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<td>• You can get information about your rights as a long-term care home resident from the ombudsman.</td>
<td>• You can use the ombudsman’s services to work on helpful conversation between you and the home’s residents.</td>
<td>• You may refer residents with special needs to the volunteer ombudsman who can then spend extra time to visit with them.</td>
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**Remember. . .**

• The ombudsman is a volunteer who works under the direct supervision of a professional manager and is specially trained to help residents.

• The ombudsman is not a state inspector or an employee of a long-term care home.

• The ombudsman’s services are free and confidential.
What is the Ombudsman Program?

- A free and confidential service.
- A nationwide program operated in Missouri through the Area Agencies on Aging or other sponsoring organization.
- A way to assure the rights of residents in long-term care homes.
- A way to solve problems and handle complaints.

What is an Ombudsman?
A person assigned to a specific long-term care home in their community whose responsibility is to talk to residents, to help resolve problems, and to be a friend from outside the home.

Who are Ombudsmen?
Volunteers who visit in long-term care homes, who care about residents, who are specially trained to help. They receive continual training and are supervised by expert staff.

For more information or to contact an ombudsman

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
LTCOmbudsman@health.mo.gov
health.mo.gov/seniors/ombudsman

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
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Hearing- and speech-impaired citizens can dial 711.