

---

## WHAT SERVICES DOES AN OMBUDSMAN PROVIDE?

- **Education** to inform residents, families, and facility staff on a variety of issues related to aging, long-term care and residents' rights.
- **Information** and referral to empower individuals to resolve concerns and complaints on their own behalf.
- **Consultation** to make recommendations for protecting the rights of residents and improving their care and quality of life.
- **Individual Advocacy** to facilitate the resolution of concerns and complaints and to protect the rights of residents.
- **Systems Advocacy** to identify significant concerns and problematic trends and to advocate for systemic changes that will benefit current and future residents of long-term care facilities.

*Contact Us:*  
**Long-term Care (LTC)  
Ombudsman Program**

---

**Department of Health  
& Human Services**

**P.O. Box 95026**

**Lincoln, NE 68509-5026**

**(402) 471-2307**

**1-800-942-7830 (Nebraska only)**

**[dhhs.LTCOmbudsman@nebraska.gov](mailto:dhhs.LTCOmbudsman@nebraska.gov)**

---

**Call Your Ombudsman. We  
Are Here to Help You.**

Nebraska's LTC Ombudsman Program consists of the State Office and several Local LTC Ombudsman Programs, which are located at Area Agencies on Aging and serve specific regions.



State of Nebraska  
Department of Health and Human Services  
Long-Term Care Ombudsman Program

---

## The Long-Term Care Ombudsman Program of Nebraska

---

### Mission

*To empower and enhance  
the lives of residents in  
long-term care facilities by  
seeking resolution of issues  
and advocating for  
residents' rights.*

---

## WHO CAN USE OMBUDSMAN SERVICES?

- ***A Resident*** of any nursing home or care facility, including assisted living facilities.
- ***A family member or friend*** of a facility resident.
- ***A nursing home administrator*** or employee with a concern about a resident at their facility.
- ***Any individual or citizen's group*** interested in the welfare of residents.
- ***Individuals and families*** who are considering long-term care placement.

## WHAT CONCERNS DOES AN OMBUDSMAN ADDRESS?

- ***Violation of residents' rights*** or dignity.
- ***Physical, verbal or mental abuse***, deprivation of services necessary to maintain residents' physical and mental health, or unreasonable confinement.
- ***Poor quality of care***, including inadequate personal hygiene and slow response to requests for assistance.
- ***Improper transfer*** or discharge of patient.
- ***Inappropriate use*** of chemical or physical restraints.
- ***Any resident concern*** about quality of care or quality of life.

## WHAT DOES AN OMBUDSMAN DO?

- ***Resolves complaints*** made by or for residents of long-term care facilities.
  - ***Educates consumers*** and long-term care providers about residents' rights.
  - ***Promotes community*** involvement through volunteer opportunities.
  - ***Provides information*** to the public on long-term care facilities and services, residents' rights, and legislative and policy issues.
  - ***Advocates for residents' rights*** and quality care in nursing homes, assisted living facilities, and other long-term care facilities.
  - ***Promotes the development*** of citizen organizations, family councils and resident councils.
-