to people who are...

- Living in a nursing home, assisted living, or other similar facility
- Relatives and Friends of residents
- Representatives of community groups or public agencies
- Nursing or assisted living facility staff

How to contact Ombudsman Services:

State Ombudsman
Senior & Long Term Care/
Department of Public Health and Human Services
PO Box 4210
Helena, MT 59604-4210

Toll Free Numbers:

Citizens Advocate: 1-800-332-2272

Local Ombudsman Program: 1-800-551-3191

All Contacts Are Kept

Alternative accessible formats of this document will be provided upon request.

If this information has been of value to you, please consider making a tax deductible contribution for the Ombudsman Program to the Montana Aging Services Endowment Fund, PO Box 127, Roundup, MT 59072. Please note "Ombudsman Services" on your gift. Thank You.

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Montana's Long Term Care Ombudsman Program

Working to provide education, assistance, and advocacy to long term care residents and their families in an effort to ensure dignity and quality of life

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Ombudsmen Respond...

to the concerns of people who live in long-term care facilities. An ombudsman can help residents not only understand but exercise their right to good care. Ombudsmen are resident-focused and directed and will investigate situations of concern to residents if residents wish. If grounds for complaint are found, ombudsmen move into action at residents' request. They may supply information, suggest solutions, and press for action or change on behalf of residents.

Help Resolve Problems Associated with Long Term Care Including...

- Resident Rights
- Quality of care and life within facilities
- Administrative decisions and policies
- State and local service agencies
- Medicaid, Medicare and other long-term care programs
- Improper transfer or discharge of residents
- Abuse, neglect or exploitation of residents
- Any resident, family, friend, or staff concerns related to quality of life or well-being

Provide Services...

- Information about long term care issues including services, care issues, and placement options
- Referrals to aging services programs
- Assistance for long term care staff to meet the needs and concerns of residents
- Education to enhance public awareness and use of the long term care system
- Advocacy for needed legislation and policies
- Promotion of consumer groups including resident and family councils

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