



# WHAT OMBUDSMEN DO FOR YOU

## What is an Ombudsman?

An Ombudsman is a trained advocate who gives voice to concerns and issues raised by any resident living in a nursing facility, assisted living, residential care, or adult foster care home.

Ombudsmen assist residents with issues such as move out notices, quality of care, violations of rights, billing disputes, and concerns about food.

An Ombudsman responds to complaints from anyone concerned about the care and well-being of long-term care residents.

## Resident Rights

Oregonians living in long-term care communities deserve quality care, and to be treated with dignity and respect. Residents should enjoy freedom from abuse and neglect, and the ability to make choices about their care.

We encourage you to contact us if you have any complaints or concerns.

**Residents have the right to make complaints and they can't be evicted for bringing complaints. Residents have special protections against eviction and if a facility tells you that you need to leave, you should always call an ombudsman for advice.**

## The Ombudsman Program

The Oregon Long-Term Care Ombudsman program is an independent state agency that works for residents, not facilities or case managers. The Ombudsman Program serves residents by investigating and working to resolve any issues or complaints you have about your care or services.

Our services are free and confidential.

**(800) 522-2602**