

Living in a nursing home can be challenging. It's never easy to give up complete independence and autonomy to adjust to communal living. Undoubtedly, it involves some give and take.

The people at the Iowa Long-Term Care Ombudsman Program are dedicated to making these transitions work – and work well.

Each state is required to have a Long-Term Care Ombudsman Program in place. In Iowa, the program is part of the Iowa Department on Aging.

Ombudsman services are free and confidential and address many needs of residents, families and staff, including:

- Assistance with questions, problems or concerns
- Investigation to help resolve resident and family concerns
- Information and Resources – for instance, how to choose a long-term care facility or rules governing facilities
- Educational programs
- Protection of residents' civil and human rights
- Assuring quality care and overall quality of life for long term care residents
- Individual consultation on issues important to residents and their families

Always looking ahead, we are involved in legislative matters regarding long-term care. The Long-Term Care Ombudsman's office works to help shape the future of long-term care facilities. We will not be satisfied until every resident of every facility in Iowa receives the quality of care they deserve and to which they are entitled.



## Office of the State Long-Term Care Ombudsman Program

510 E.12th Street  
Jessie Parker Building, Ste. 2  
Des Moines, IA 50319

**515-725-3333**

**1-800-532-3213**

**[www.aging.iowa.gov](http://www.aging.iowa.gov)**

## Office of the State Long-Term Care Ombudsman



### Working Together To Make Things Right!

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Department on Aging**

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## How it works

The Long-Term Care Ombudsman's office is a partner with and a resource for residents of a long-term care facility and their families. We visit the facilities to make sure the rights of residents are being honored and respected. When a complaint is brought to our attention, we take immediate action to get it resolved. Residents and family members may call us for any number of concerns which may arise.



## Look for the Names And Numbers

Each licensed health care facility is required to post the name and phone number of the Long-Term Care Ombudsman, along with the names and telephone numbers of the Resident Advocate Committee members. In addition, the numbers for the Iowa Department of Inspections and Appeals and the Iowa Protection and Advocacy numbers must be readily available to residents and their friends and family.

## Resident Advocate Committees

In addition, we oversee Resident Advocate Committees to work at each long-term health care facility. These state-appointed volunteer advocates visit residents to observe care and ask about life in the facility. They are first in the line of defense trying to resolve complaints and grievances cooperatively. These advocates work with the facilities in the spirit of cooperation, but are not employees of the nursing home.

Any person or group may recommend potential members, but the Iowa Department on Aging appoints Resident Advocates who then become extensions of the Iowa Long-Term Care Ombudsman Program. Resident Advocates are drawn from the general public and must be caring, objective and conscientious adults who have no financial interest in the facility to which they are assigned. The Ombudsman's office provides training and ongoing support of their efforts. If you are interested in learning more about this volunteer opportunity, please call the State Long-Term Care Ombudsman at 1-800-532-3213.

### Support, Information and Advocacy

Only a phone call away.

Don't hesitate to contact us today!

**515-725-3333**

**1-800-532-3213**

## Know Your Rights!

As a resident or family member of a resident in a long-term care facility, you should be aware you retain some very important rights. They include, among others, that:

- You are treated with dignity and respect.
- You are entitled to privacy and confidentiality.
- You participate in your care.
- You can make decisions about treatment plans and alternatives.
- You can decide how to be cared for, including when you go to bed at night and when you rise in the morning.
- You are free from discrimination and restraints.
- You can retain personal belongings.
- You can pursue individual interests.
- You are provided security for your possessions.
- You can complain or express grievances without fear of reprisal.
- You are fully informed about services and costs.