

Who to contact

Or you may contact the State Long-Term Care Ombudsman at:

800-622-4484

Mail to: Office of the State Long-Term Care
Ombudsman

402 W. Washington St., Room W451

P.O. Box 7083, MS 27

Indianapolis, IN 46207-7083

Fax number: 317-972-3285

LongTermCareOmbudsman@ombudsman.IN.gov

It is illegal to retaliate against residents in any way for talking to the ombudsman or filing a complaint or grievance. It is also illegal for a facility to interfere with the ombudsman's duties, including the investigation of complaints or provision of information to residents, families and others. Residents have the right to meet privately with the ombudsman and to have these conversations remain confidential.



INDIANA
LONG-TERM CARE
Ombudsman
PROGRAM

*Striving for excellence
in long-term care*



**We are advocates
for residents of long-term care
facilities, who promote and protect
the Resident Rights guaranteed under
federal and state law.**

Your rights as a resident

Residents of long-term care facilities have the basic citizen rights afforded to everyone, and have additional rights under federal and state law. Some of these rights are:

- Right to be free from abuse, neglect and exploitation
- Right to be treated with dignity and respect
- Right to be free from chemical and physical restraints
- Right to participate in your treatment and care planning
- Right to refuse treatment
- Right to privacy
- Right to visitors
- Right to control your finances
- Right to know about services and fees
- Right to express grievances without fear of retaliation

About us

The Indiana Long-Term Care Ombudsman Program advocates for residents of long-term care facilities, which includes nursing facilities and licensed assisted living facilities. Our primary purpose is to promote and protect the Resident Rights guaranteed to residents under federal and state law. We are resident-directed.

We achieve this mission with a network of local offices across the state, which recruit, train and manage a corps of certified ombudsmen. Staff and volunteer ombudsmen visit facilities throughout the state to ensure residents' rights are being upheld.

We are here for you—residents, family members, friends and anyone interested in the welfare of long-term care residents. Our services are free and confidential.

What does a long-term care ombudsman do?

Certified long-term care ombudsmen are trained to receive complaints and assist residents to resolve problems in situations involving quality of care, use of chemical or physical restraints, transfer and discharge, abuse and other aspects of resident rights.

Your ombudsman will:

- Advocate for your rights as a resident living in a long-term care facility
- Resolve concerns about your quality of life and quality of care received
- Work with you, your family or friends, and facility staff to meet your needs
- Negotiate on your behalf
- Provide education on how to self-advocate
- Provide education about long-term care facilities as well as other service options in the community
- Help you establish a resident or family council

Who can contact the long-term care ombudsman program?

- Residents of nursing homes and licensed assisted living facilities
- Relatives and friends of residents in long-term care facilities
- Administrators and employees of long-term care facilities
- Anyone concerned about the welfare of residents of long-term care facilities
- The community at large

Reasons why people call us

- Problems with care—call lights not being answered, problems with medication being administered, poor hygiene, etc.
- Violations of rights—privacy issues, loss of dignity issues, poor staff attitudes, emotional and verbal abuse, etc.
- Problems with transfers and discharges—improperly discharged, service fees not disclosed, refused readmission, Medicaid discrimination, etc.

If you have a complaint or concern, call our information and referral line at **800-622-4484**. We are resident-directed, but anyone can contact us. Our services are confidential.