

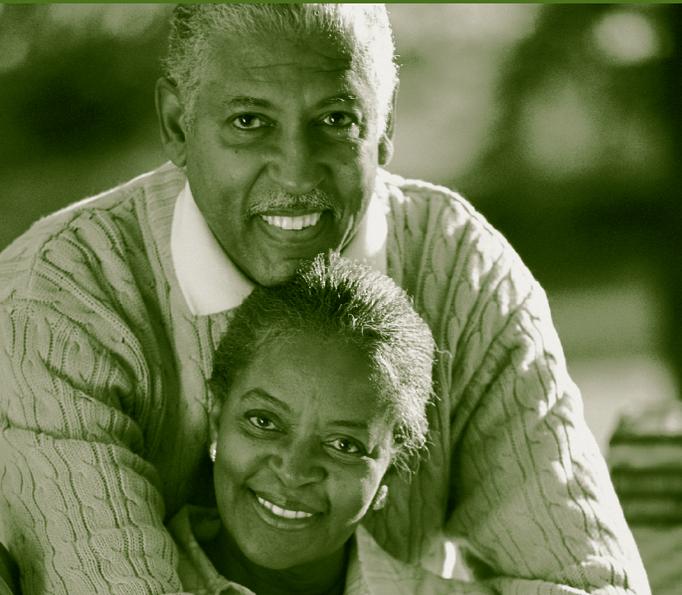
Who Can Contact an Ombudsman?

Residents, Tenants and their families and friends

Staff at facilities or community agencies

Anyone who has questions or concerns about the rights of long-term care consumers or suspects that someone in a long term care setting is not receiving proper care.

Residents/Tenants have many rights which are guaranteed by federal and state law. An Ombudsman can help you protect these rights. You may contact us whenever you have questions or problems. If you wish, your name can be kept confidential.



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015
website longtermcare.wi.gov
email boaltc@wisconsin.gov

website
email

A Voice for Residential Long Term Care Consumers

The Long Term Care Ombudsman

Serving Residents Aged 60 and Older



What is an Ombudsman?

The word *Ombudsman* (Om-budz-man) is Scandinavian. In this country the word has come to mean an advocate or helper. Recognizing the importance of quality of life and quality of care, an Ombudsman works with individuals and their families to protect and promote the rights of long term care consumers, while also working with facilities to define and achieve the highest standards possible.

The Ombudsman Program is required by law. In Wisconsin the Board on Aging and Long Term Care provides ombudsman services to long term care consumers over 60 years of age statewide.

Our Services are Provided at No Charge.

You have a legal right to express concerns without fear of retaliation.

Complaints can be made by phone, fax, email or letter. Contact us at our statewide toll free number:

1-800-815-0015

How Can an Ombudsman Help?

Answer questions about care options, such as community care, assisted living facilities and nursing homes

Investigate complaints in these long-term care settings and suggest solutions

Help residents and tenants resolve problems and concerns

Promote and protect the rights of long term care consumers

Provide consultation services to help avoid problems, or to solve problems before they become crises

Speak to community and facility groups about long term care issues, especially long term care consumer rights

Work with resident/tenant or family councils, community organizations, state and federal enforcement agencies to improve quality of life

Answer questions about and provide contact information related to financial options such as private insurance, Medical Assistance, Family Care and the Community Options Program

