



LOUISIANA OMBUDSMAN PROGRAM

What is a long-term care ombudsman?

A long-term care ombudsman is an advocate for residents in nursing homes and assisted living facilities. A local ombudsman is assigned to each of these facilities. Ombudsmen work with residents, their families, facilities, community organizations, and other interested parties to address concerns that affect the lives of residents.

What does an ombudsman do?

Advocates for the
rights of residents

Investigates concerns and
works to resolve issues in facilities

Visits long-term care
facilities on a regular basis

Attends resident and
family council meetings

What kinds of concerns can an ombudsman help with?

- Involuntary transfer/discharge
- Requests for assistance
- Lost property
- Being treated with dignity and respect
- Exercising personal preferences
- Respect for personal privacy

How much does it cost?

All ombudsman services are free of charge and confidential.

How do you contact an ombudsman?

Contact information for the Local Ombudsman will be posted in the facility. Call (866) 632-0922 or visit goea.la.gov/ombudsman for more information.