



# Long-Term Care Ombudsman Program



OKLAHOMA DEPARTMENT OF HUMAN SERVICES

Aging Services

Office of the State Long-Term Care Ombudsman

## Definition of Ombudsman

The Ombudsman Program serves older residents in Oklahoma long-term care facilities including nursing homes, assisted living, and residential care facilities. An Ombudsman helps improve the quality of life and the quality of care available to the residents.

A long-term care Ombudsman is a person who receives complaints from residents of long-term care facilities, their friends or relatives and attempts to resolve those complaints within the facility. The Ombudsman has the authority to explore problems and recommend corrective action.

## Nature of the Program

The Ombudsman Program is supported by local staff and volunteers committed to improving and enriching the lives of institutionalized older persons. One goal of the Ombudsman Program is to have volunteers at each facility in the state to work with the facility and surrounding community. The Area Agency on Aging provides local supervision and support for the volunteers, and additional support is provided by the state Ombudsman office staff. Training in skills such as problem-solving and communication, the processes of aging, and long-term care facility regulations is provided by the Ombudsman Program for volunteers.

## Legal Authority

The Long-Term Care Ombudsman Program is administered by the Oklahoma Department of Human Services Aging Services under the authority of the Older Americans Act and the Oklahoma Long-Term Care Ombudsman Act.

## Information for Volunteer Applicants

To be a volunteer in the Ombudsman Program, the applicant must:

- have a concern about older people and their needs and the ability to see each as an individual;
- be able to work with many types of people without being judgmental;
- be responsible; be willing and able to follow problems to their resolution;
- be able to accept training and supervision;
- be able to spend at least two hours a week in the program;
- be free from conflicts of interest; and
- pass an OSBI background check.

If you would like to become an Ombudsman volunteer, or if you have any questions about the program or wish to make a complaint, please call (405) 521-6734 or write:

Office of the State Long-Term Care Ombudsman, Oklahoma Department of Human Services,  
Aging Services, 2401 NW 23rd St., Ste 40, Oklahoma City, OK 73107

or contact your Area Agency on Aging Ombudsman Supervisor (AAA list on back)  
at **1-800-211-2116**

**For more information on Ombudsman and other services for Older Oklahomans,  
visit [www.okdhs.org](http://www.okdhs.org) and click on Aging Services.**