



Ombudsmen are advocates for residents of long-term care facilities, their friends or families, working to protect the health, safety, welfare and rights of Alabama's citizens.

What does an Ombudsman do?

An Ombudsman's job is to protect the rights of residents and ensure that residents receive fair treatment and quality care by:

- Investigating and resolving complaints,
- Visit each facility to evaluate conditions,
- Ensure residents are receiving the legal, financial, social, rehabilitative and other services to which they are entitled,
- Acting as a mediator between residents, family members and facility staff,
- Educating residents, families and facility staff about residents' rights,
- Providing information to the public,
- Assisting with the establishment of resident and family councils, and
- Representing residents' interests before state and federal government by working to change laws, regulations and policies that affect who live in long-term care facilities.

Who can use the Ombudsman?

Anyone can use the Ombudsman, including residents, their family or friends and even employees of the facility.

How do I file a concern or complaint?

You may file a complaint in writing, by phone or in person. When you contact the Ombudsman, the Ombudsman will take the appropriate action to solve the problem to best benefit the resident and you will be notified of the results.

Do I have to give my name?

No, however it is better if we are able to contact you for more information. Everything is kept confidential unless the complainant or the resident gives us permission.

What can be investigated?

Complaints may be about the facility, its employees, providers, public or private agencies, guardians, or anyone who is in a position to threaten or interfere with the rights, health, safety or wellness of a resident.

256-355-4515 or 800-243-5463

www.narcog.org

Regional Ombudsman serving Cullman, Lawrence and Morgan County

