

The North Dakota Long-Term Care Ombudsman Program Serves

All individuals living in a basic care facility, nursing home, assisted living facility, or swing bed hospital.

In accordance with federal and state law, it is the policy of the Health & Human Services Adult and Aging Services to prohibit discrimination against individuals in the delivery of programs and services, and to make all programs and activities accessible.

For information on our nondiscrimination policy go to: www.hhs.nd.gov/nondiscrimination-policy



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North Dakota Long-Term Care Ombudsman Program

If there are concerns about your long-term care living experience invite an ombudsman to educate, support and partner with you to resolve them to your satisfaction.

(Free and confidential services)

How can an ombudsman help?

As an independent advocate for residents, an ombudsman can:

- Provide education on:
 - » Resident rights
 - » Service options
 - » Regulations application to long-term care homes
- Support and partner with to resolve complaints relating to
 - » Quality of care or services
 - » Quality of life
 - » Rights violation
 - » Access to services
 - » Transfer, discharge or eviction
- Promote resident, family and community involvement within long-term care homes
- Identify systems issues and advocate for change

Referrals are accepted from:

- Residents
- Families and friends of residents
- Community members
- Long-term care facility staff
- Agencies and providers



How do I find an ombudsman?

**State Long-Term Care Ombudsman
Adult and Aging Services**

1237 W. Divide Ave., Ste 6
Bismarck, ND 58501

Telephone: 701.328.4617, 711 (TTY)

Toll-free: 1.855.462.5465, option 3

Fax: 701.328.0389

To report a concern about the health, safety, welfare or rights of a resident: Call the numbers above, send an email to dhsagingombud@nd.gov or complete and submit the online complaint form (SFN 1829) at: www.nd.gov/eforms/Doc/sfn01829.pdf