

# MISSISSIPPI LONG-TERM CARE OMBUDSMAN

DEPARTMENT OF HUMAN SERVICES



For residents in long-term care facilities, the State Long-Term Care Ombudsman provides services that protect the health, safety, welfare, and rights of residence through leadership, oversight, and monitoring.

## THE MISSION OF MISSISSIPPI'S LONG-TERM CARE OMBUDSMAN PROGRAM IS TO:

- Enhance the quality of life of each resident
- Ensure the highest level of personal care
- Protect individuals' rights
- Seek resolution of problems in a professional manner

*An Ombudsman strives to be the voice for residents while encouraging self-advocacy by providing education about residents' rights.*

## WHAT IS THE MISSISSIPPI LONG-TERM CARE OMBUDSMAN PROGRAM?

An Ombudsman (awm-budzman) advocates for the rights of residents living in long-term care facilities such as nursing homes or assisted living facilities.

***Ombudsman services are always confidential and free.***

## WHAT ARE RESIDENTS' RIGHTS?

- To be treated with dignity and respect.
- To choose schedules and activities.
- To be fully informed of all personal information.
- To share a complaint with anyone without any repercussions.
- The right to decide who visits and who does not.
- To have information regarding personal financial affairs.
- The right to have private conversation with anyone you decide.
- The right to appeal a discharge or transfer.

## WHAT WE CAN HELP WITH:

- Residents' rights
- Environmental concerns
- Discharge and eviction
- Personal care concerns
- Quality of life issues



### SCAN HERE

For information about the  
State Long-Term Care  
Ombudsman Program

*Anyone who needs assistance for a long-term care resident or facility should contact the toll free number at **1-888-844-0041**.*