

LONG TERM CARE OMBUDSMAN OVERVIEW

The Long Term Care Ombudsman is a specially trained and certified state government employee who has been given authority by Federal and Alaska Statutes to identify, investigate and resolve complaints made by or on behalf of, Alaskans who are sixty years of age and older. Under Alaska Statute 47.62.015 the Ombudsman is charged with assisting seniors who reside in nursing and assisted living homes. The Ombudsman may also investigate complaints made by or on behalf of seniors, regardless of where they may live. The Ombudsman investigates complaints made against other private or public agencies, participates in the development and review of public policy, and acts as an advocate to ensure and promote the health, safety, well-being and quality of life of Alaska's seniors. The Office of the Long Term Care Ombudsman also provides information and referral services to Alaska's seniors and their loved ones.

The Ombudsman Can:

- Investigate and resolve complaints.
- Visit facilities to meet with residents and evaluate conditions.
- Ensure that residents are receiving legal, financial, social, medical, rehabilitative and other services to which they are entitled.
- Act as mediator between residents, family members, facility staff, and long term care service providers.
- Provide information to the public about long term care facilities and programs.
- Assist with the establishment of resident and family councils.
- Represent residents' interests before local, state, and federal government by working to change laws, regulations and policies that affect those who live in long term care settings such as nursing homes and assisted living homes.

FILE A COMPLAINT

How do I file a Complaint?

You may file a complaint in writing, by telephone, or in person. The complaint may be about suspected abuse, neglect, financial exploitation, violations of residents' rights or any other concern about a person age 60 or older. The Ombudsman will take appropriate action to investigate and resolve the problem. The Ombudsman may issue reports of investigation concerning matters of concern to the general public.

Do I Have To Give My Name?

No. The name of the resident and the person making the complaint will be kept confidential, unless the resident or the complainant gives us permission to disclose the information or in very rare cases when the court orders a disclosure.

File a Complaint

To file a complaint online, click the complaint form link and email the completed form to: ymiller@akoltco.org We will need to have a Release of Confidential Information in order to discuss your concerns with others. If you are filing on behalf of your ward, please download the "Informed Consent - Ward" document. If you are filing yourself, please download "Informed Consent - Self".