

LONG TERM CARE OMBUDSMAN

Advocating for the rights of older Alaskans

VOLUNTEERS NEEDED ACROSS ALASKA



“To the world you may be one person...
but to one person you can be the world!”

Alaska Long Term Care Ombudsman

3745 Community Park Loop, Suite 200

Anchorage, Alaska 99508

(907) 334-4480 / (800) 730-6393 toll free

Email: akoltco@alaska.gov

Visit our website at: www.akoltco.org



MAKING A DIFFERENCE IN THE
LIVES OF SENIORS



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WHAT DOES A LONG TERM CARE OMBUDSMAN DO?

- **Visit** older Alaskans, 60 years of age or older, who live in assisted living homes or nursing homes
- **Educate** older Alaskans and their families about their rights in a facility
- Support and **Empower** older Alaskans to advocate for themselves
- Assist older Alaskans in **Resolving** issues and concerns
- Provide **Information and Referrals** to older Alaskans having difficulty with guardianship, financial exploitation or housing
- Create **Systems Change** that improves the lives of older Alaskans



WHERE DOES THE TERM OMBUDSMAN COME FROM?

Ombudsman (om-budz-man) is a Swedish word that means representative of the people.

ANYONE CAN CALL FOR
FREE, CONFIDENTIAL HELP:

THE LONG TERM CARE OMBUDSMAN CAN HELP AN OLDER ALASKAN:

- And their family understand their rights
- Resolve any issues or concerns they have with the facility, their family, guardian or services they receive outside the facility
- Work with the facility to ensure the best care is provided to older Alaskans



WHEN SHOULD YOU CALL AN OMBUDSMAN?

- To report a problem or concern
- If an older Alaskan is being discharged from a facility against their wishes
- To get information about long term care
- To ask for help addressing a systemic issue
- To volunteer as an Ombudsman

Call the Ombudsman at: (907) 334-4480 or 1 (800) 730-6393 toll free **File a complaint by email at , in writing, by phone or online :** www.akoltco.org or akoltco@alaska.gov