



A note from the State Long-Term Care Ombudsman:

The Office of the State Long-Term Care Ombudsman (OSLTCO) strives to be accessible to residents and tenants in Iowa's long-term care facilities.

Local Long-Term Care Ombudsmen cover all of Iowa's 99 counties, tasked with the oversight of 410 nursing facilities, 328 assisted living programs, 83 residential care facilities and one elder group home. In each of their regions, the Local Long-Term Care Ombudsman works to resolve complaints made by or on behalf of residents/tenants; to educate consumers, the public and providers about resident/tenant rights and quality care; and to promote the development of resident and family councils and the Volunteer Ombudsman Program.

In an effort to better serve the needs of Iowa's long-term care residents/tenants, the OSLTCO will be realigning the Local Long-Term Care Ombudsman regions effective Oct. 1, 2016. A letter and [updated map](#) will be sent to each facility during the month of September. For those affected by the change, a revised poster with the Local Long-Term Care Ombudsman's



name, picture and contact information will be sent, as well. Please be sure to hang the poster in a prominent place within your facility.

The Discharge Specialist will still be utilized statewide for information about involuntary discharges, transfers, closures and resident/tenant rights as they relate to those situations.

For more information or to contact your Local Long-Term Care Ombudsman or the Discharge Specialist, please call (866) 236-1430.

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The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.

Please feel free to forward this newsletter to others who may be interested.