

## How to Contact Your Ombudsman

Relocating to a new home can be a complex and frightening experience.

The State of Kansas Long Term Care Ombudsman program is here to assist you with this transition.

Our Ombudsmen are available to help you and can explain your rights as a resident in an adult care home.

We will advocate for you should you need--and want--someone to protect your interests.



The Kansas Long-Term Care Ombudsman is available to assist you.

Our Services are  
**free and confidential.**

**Call your Regional  
Ombudsman**

Office of the Kansas Long-Term Care Ombudsman  
Barbara J. Hickert, State Ombudsman  
900 SW Jackson, Suite 1041  
Topeka, KS 66612

Phone: 785-296-3017  
Fax: 785-296-3916  
Toll Free: 1 877-662-8362  
E-mail: [LTCO@da.ks.gov](mailto:LTCO@da.ks.gov)



## Your Home Is Closing



## What Are Your Rights?

*Reaching out for Quality Care*

**An Ombudsman is available to help by:**

Explaining your rights as a resident in an adult care home;  
Meeting with you to research other homes;  
Accompanying you to discharge planning meetings and helping you with relocation choices;  
Consulting with you, your family, and the staff to avoid and resolve problems;  
Investigating resident rights complaints and suggesting solutions; and  
Protecting your rights throughout the process

**You have the right to:**

Attend and be actively involved in relocation or discharge planning meetings;  
Have information on alternative living arrangements and options available to you;  
Have an assessment completed for you on eligibility for funding and support in safely relocating to a new home;  
Visit other homes to help you decide where you would like to live;  
Seek support from your ombudsman or a legal representative without fear of reprisal;  
Receive adequate care and treatment services during the closing process;  
Be refunded any money due to you;

Have your belongings safeguarded during the relocation process and made available to you in your new residence; and  
Be treated with dignity and respect during the remainder of your stay in your current home and when you move into your new home.

**You always have the right to be free from neglect and abuse. To confidentially report any situation that threatens your safety, please contact your Ombudsman:**

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