

Notice from the Kansas Long-Term Care Ombudsman Office

Ombudsmen work to improve the quality of life and quality of care of Kansans residing in long-term care facilities. The coronavirus disease 2019 (COVID-19) outbreak continues to evolve and because of that so does the guidance that goes with it. We want to ensure that residents and family members have accurate information and are fully informed.

The visitation precautions have been put in place in this facility are there to protect the health and safety of all residents. While we understand these restrictions are extremely difficult, we want to assure you that the health and safety of residents is the primary goal. These steps were put in place to prevent and delay the spread of Coronavirus.

The Ombudsman program will continue to respond to, and investigate concerns brought to us by residents, family, or others. However, due to the infection control concerns, Ombudsmen will be facilitating communication with residents by phone, email or video chat.

If you have specific questions or concerns related to a Long-Term Care setting, you can contact us.

How to contact an Ombudsman:

Call Toll Free (877) 662-8362

Or 785-296-3017

Or email us at LTCO@ks.gov

Website: ombudsman.ks.gov