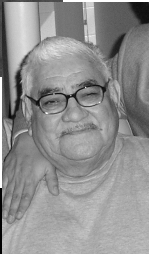
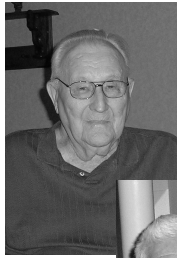


KANSAS LONG-TERM CARE RESIDENTS



RESIDENT RIGHTS

- To exercise your rights as a resident and as a citizen
- To be treated with consideration, respect, and dignity
- To voice grievances without fear or reprisal
- To be free from mental and physical abuse, and to be free from chemical and physical restraints
- To have privacy in care and treatment and to associate and communicate privately with whomever you choose
- To manage your personal and financial affairs; to make choices and independent decisions
- To keep and use personal belongings and to maintain a secure place for those possessions
- To participate in planning your care and treatment
- To participate in social, religious, and community activities; to participate in the resident council
- To be discharged or transferred only for medical reasons, your own welfare or that of others, or for non-payment

Volunteers



The Heart Of The Ombudsman Program

State of Kansas
Office of the State
Long-Term Care Ombudsman

900 SW Jackson, Suite 1041
Topeka, Kansas 66612

Phone: 785-296-3017
Toll Free: 1-877-662-8362
Fax: 785-296-3916

Email: LTCO@DA.KS.GOV
Website:

<http://www.kansasombudsman.ks.gov>

**Providing Advocacy at no charge to
Kansas long-Term Care Residents**



Office of the State
Long-Term Care
Ombudsman



LONG-TERM CARE OMBUDSMAN

WHAT IS AN OMBUDSMAN?

- Resident Advocate
- Problem Solver
- Educator
- Objective Investigator
- Resident Negotiator
- Collaborator

WHAT DOES AN OMBUDSMAN DO?

- Helps long-term care residents obtain the highest quality of life
- Helps long-term care staff meet the needs and concerns of those who use their facilities
- Provides information about the long-term care system
- Receives and Investigates complaints and helps achieve equitable solutions

WHO CAN BENEFIT FROM AN OMBUDSMAN?

- Residents of nursing facilities, assisted livings, home plus, boarding care homes, LTC units in hospitals, residential care homes and adult daycare
- Relatives/Friends
- Facility staff members and administrators



CERTIFIED VOLUNTEER OMBUDSMAN

Certified Volunteer Ombudsmen are truly the heart of the Kansas Long-Term Care Ombudsman Program. A certified volunteer ombudsman will serve as an advocate to long-term care residents, while encouraging respect for the ombudsman principles and laws initiated by the Older Americans Act.

REGIONAL OMBUDSMAN

Regional Ombudsmen are located in field offices across the state. Their sites include the following cities: Topeka, Stilwell, Wichita, South Hutchinson, Hays, and Dodge City. Regional Ombudsmen oversee volunteers in their region and support their advocacy efforts

MISSION

To advocate for the well being, safety, and rights of long-term care residents by assisting them in attaining the highest possible quality of life.

PERSON —CENTERED CARE..... THE HEART OF CULTURE CHANGE

Living in a setting that encourages a meaningful life of individuals, as individuals.

- Respecting my choices
- Supporting my needs
- Sustaining relationships
- Honoring me

"The day you walk out of your home into any other residence, the day dignity becomes a gift at the whim of the caregivers instead of a God given right. The homelike model (person-centered care) aspires to return as much of that dignity in the decision making process to you, the individual, as possible." Judy Wilson, Resident

