

## **Kansas Long-Term Care Residents Rights**

A person living in a long-term care facility maintains the same rights as an individual in the larger community. They also have additional specific rights under state and federal law.

These additional rights are called Residents' Rights. The nursing home must protect and promote all rights. They must provide a copy of these rights to you.

You are afforded the rights to a dignified existence and self-determination.

You have the right to voice concerns or grievances without fear of reprisal.

Your Ombudsman can also provide you details about these and other specific rights.

**"I didn't need someone to fix it for me, the Ombudsman asked me what I wanted, and answered my questions so I could fix it myself"**

**—A Resident**

## **Office of the State Long-Term Care Ombudsman**

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[Ombudsman.ks.gov](http://Ombudsman.ks.gov)

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**Call Your  
Long-Term Care  
Ombudsman  
1-877-662-8362**

Free & Confidential  
Information and Assistance

# LONG-TERM CARE OMBUDSMAN

## What Does An Ombudsman Do?

- Educates residents, their family, and facility staff about residents' rights, good care practices, and similar long-term services and supports resources
- Ensures residents have regular and timely access to Ombudsman services
- Advocates for changes to improve residents' quality of life and care
- Provides information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues
- Represents resident interests before governmental agencies
- Seeks legal, administrative, and other remedies to protect residents
- Investigates allegations and complaints per resident goals for complaint resolution.

**"I call my Ombudsman because I get action."**  
—A Resident



## Person-Centered Care

There is no single definition of person-centered care. It is determined by each individual resident.

## Your Life~Your Care~Your Choices

Staff should get to know **you** and learn what is important to **you**

**"I didn't need someone to counsel me, I needed someone to listen to me."**  
—A Resident

## Mission

The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life and the quality of services for long-term care residents living in Kansas's adult care homes through advocacy, education, and empowerment.

Ombudsmen promote person-directed living which respects individual values and preserves individual rights and preferences.

**"I had no idea I had the right to see my records, the ombudsman helped get exactly what I wanted."**  
—A Resident

