



Long-Term Care Ombudsman Program  
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Michael A. Ceballos  
Director

Mark Gordon  
Governor

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Dear New Resident:

Welcome! As a new resident in a Wyoming facility, the Long-Term Care Ombudsman Program is reaching out to you in order to ensure that you have all of the tools that you may need in being a recipient of long-term care services in Wyoming. The Long-Term Care Ombudsman Program serves residents or potential residents of long-term care facilities, relatives or friends of long-term care residents, long-term care employees, or members of community groups or citizens interested in improving long-term care in Wyoming.

The primary duty of the Ombudsman Program is to advance the quality of life for individuals receiving long-term care services in Wyoming by investigating and resolving problems and grievances, providing information, and working with institutions, organizations and agencies to increase responsiveness to the people they serve. An ombudsman acts on behalf of people who need help advocating for themselves. The program is funded by federal and state dollars; there is no cost for services from the Long-Term Care Ombudsman Program.

This packet is for you to hang on to, share with your friends and family members, and keep in case you need any help during your time in a long-term care facility. Included in the packet are brochures from our program, contact information for the Ombudsmen, and various resources. Please contact one of our Ombudsmen if you have any questions or concerns. Thank you!

Sincerely,

A handwritten signature in blue ink that reads "Patricia Hall".

Patricia Hall LPN

State Long Term Care Ombudsman

