

## What Kinds of Problems Do Ombudsman Handle?

- Problems related to the rights of residents of long-term care facilities as citizens and as residents.
- Concerns about the care or treatment provided in long-term care facilities such as admissions, health services, drugs, food, resident funds, and transfer or discharge.

## Who Does the Ombudsman Program Serve?

- Residents or potential residents of long-term care facilities (nursing homes, boarding homes, and assisted living facilities).
- Recipients of long-term care services.
- Relatives or friends of long-term care residents.
- Long-term care employees and administrators.
- Members of community groups or citizens interested in improving long-term care.

**Learn more about the Wyoming Long-Term Care Ombudsman Program online:**

<https://health.wyo.gov/admin/long-term-care-ombudsman-program/>

Or Call 1-800-856-4398



# Wyoming Long-Term Care Ombudsman Program Guide

**Brought to you by:**



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***Concerns About Long-Term Care Services?***

***Need an Advocate?***

### **State Long-Term Care Ombudsman**

***Patricia Hall***

Email: [patricia.hall1@wyo.gov](mailto:patricia.hall1@wyo.gov)

Phone: (307)777-2885

### **Regional Ombudsmen**

***Ember Lucas***

Email: [ember.lucas@wyo.gov](mailto:ember.lucas@wyo.gov)

Lead Regional Ombudsman

**Counties:** Big Horn, Washakie, Park,  
Hot Springs, Fremont, Sublette, Lincoln, Teton,  
Uinta

Phone: (307)856-6880 or (800)856-4398

***Rissa Stanley***

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Regional Ombudsman

**Counties:** Sheridan, Johnson, Campbell,  
Natrona, Converse

Phone: (307)235-5959 or (877)634-1006

***Nicholas Wiseman***

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Regional Ombudsman

**Counties:** Laramie, Goshen, Niobrara,  
Platte, Albany, Carbon, Sweetwater, Weston,  
Crook

Phone: (307)634-1010 or (877)634-1005

## **What is a Long-Term Care Ombudsman?**

The primary duty of an ombudsman is to protect the rights of individuals by investigating and resolving problems and grievances, provide information, and work with institutions, organizations and agencies to increase their responsiveness to the people they serve. An ombudsman acts on behalf of persons who need help advocating for themselves.

Residents of long-term care facilities sometimes have little or no contact with the larger community and may feel a loss of control, dignity, and self-worth. The Long-Term Care Ombudsman serves as an advocate and helps resolve problems and concerns. The goal of the Wyoming Long-Term Care Ombudsman Program is to improve the quality of life for long-term care residents and/or recipients.

## **What Does the Ombudsman Do?**

- Receives, investigates and attempts to resolve problems or complaints affecting residents of long-term care facilities.
- Promotes resident, family and community involvement in long-term care.
- Promotes community education and awareness of the needs of long-term care recipients.
- Coordinates efforts with other agencies and organizations concerned with long-term care.
- Identifies issues and problem areas in long-term care and recommends needed changes.

## **What does this program cost?**

The Ombudsman program is funded by state and federal dollars and is provided at no cost to the consumer.