

The Long-Term Care Ombudsman Program

Vital Resident Advocacy

What does the long-term care Ombudsman program do?

The Long-Term Care Ombudsman program (LTCOP) advocates for individuals residing in nursing facilities and residential care communities, such as assisted living facilities and board and care homes. They resolve problems that impact residents' rights, quality of life, and quality of care, and work to improve policies at the local, state, and national levels.

[Ombudsmen] are our first line of defense when we have issues that we can't resolve. They educate us, stand up for us, and sometimes just listen.

Ray, Nursing Home Resident

The Ombudsman Program by the Numbers

In 2024, the program:



Supported residents at
20,528
Resident Council meetings



Investigated and resolved
205,322
complaints



Conducted
379,982
visits to over **50,000** long-term
care settings



Provided
3,180
training sessions for long-term
care facility staff



Resolved or partially resolved
72%
of complaints to the satisfaction
of the resident or complainant



Provided information and
assistance to
543,676
individuals
(e.g., residents, family members,
and concerned individuals)



The three most frequent complaints are
**Care
Autonomy
Abuse**
in *all* long-term care settings