



Know Your Rights

Contact Help

You have the right to talk to staff at your facility if you need help. A facility can not stop or discourage you from communicating with federal, state, or local officials.

People in the facility you can talk to about concerns:

All staff who work with you should be able to help with your concerns. You can also talk to any of the following:

- Social Worker/Social Services
- Nurse Manager/ Head Nurse
- Administrator/Executive Director
- Activities/ Life Enrichment Staff
- Any trusted staff
- Resident Council President/ or member
- Your chosen representatives
- Regional Ombudsman (throughout the state)
- Certified Ombudsman Volunteer (in some locations)

Who can help:

- Office of Ombudsman for Long-Term Care
- Minnesota Adult Abuse Reporting Center
- Office of Ombudsman for Developmental Disabilities and Mental Health

Contact information can be found on the back.

Things to Think About:

1. Do staff take your concerns seriously?
2. Who is your trusted staff member?
3. Are resources posted in your building? Where?

Contact the Office of Ombudsman for Long-Term Care

Phone: 651-431-2555 Toll-free: (800) 657-3591 Website mn.gov/ooltc

Scavenger Hunt

Find the contact information for:

1. The social services department _____
2. The director of nursing _____
3. The administrator _____
4. The activities director _____
5. Your nurse manager _____
6. The resident council president _____

The **Office of Ombudsman for Long-Term Care** can help you when you have concerns about the quality of your care and services. To contact the Office of Ombudsman for Long-Term Care, call **1-800-657-3591** toll free or **651-431-2555**.

Minnesota Adult Abuse Reporting Center (MAARC) accepts reports of suspected abuse, neglect and financial exploitation 24 hours a day. Call toll free at **1-844-880-1574** to make a report.

The **Office of Ombudsman for Developmental Disabilities and Mental Health** can help solve problems for residents with developmental disabilities, mental health, and chemical dependency. Call **1-800-657-3506** to reach the Office of Ombudsman for Developmental Disabilities and Mental Health.