

# Office of Ombudsman for Long-Term Care

## Program of the Minnesota Board on Aging

- Free
- Confidential
- Available statewide to all Minnesotans receiving or seeking licensed long-term care services

### **Mission:**

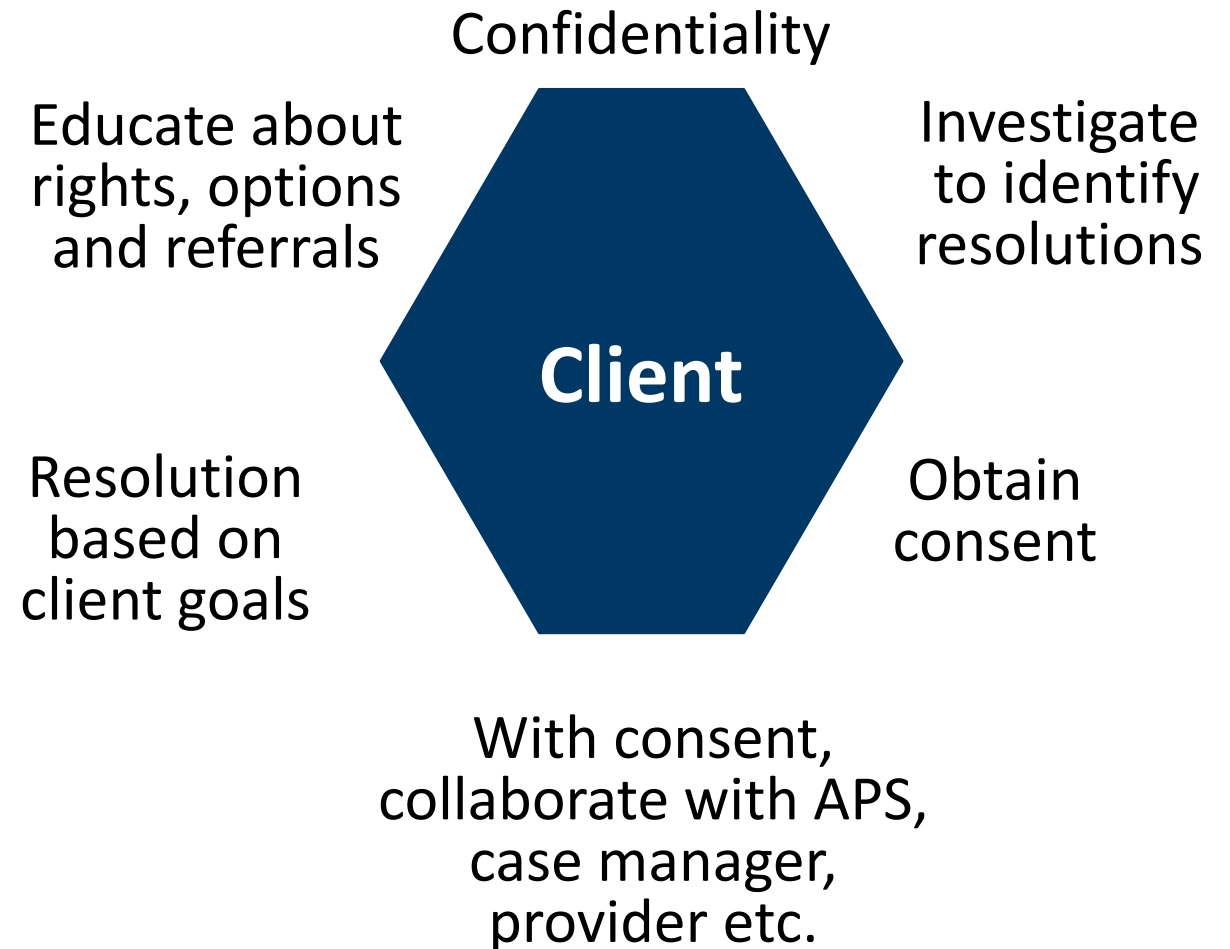
- To empower, educate, and advocate alongside Minnesotans who are receiving long-term care services and supports to ensure their rights are upheld.

# Person-Centered Advocacy

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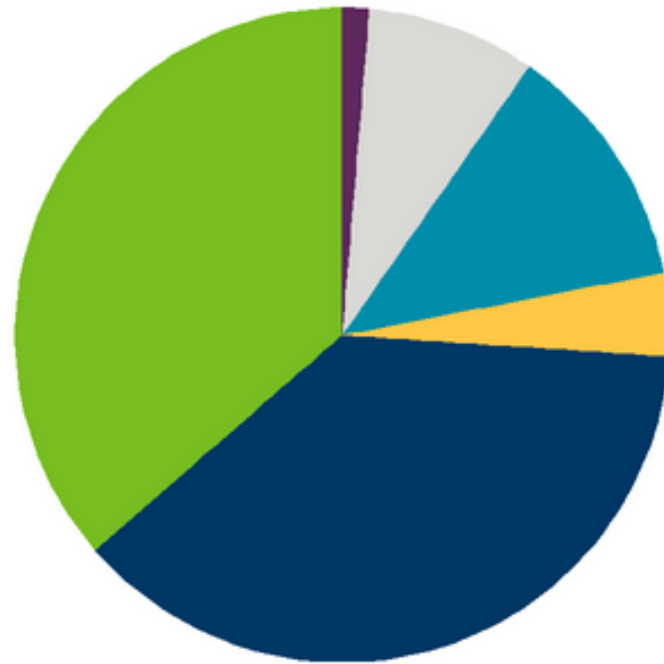
**The Office of Ombudsman for Long-Term Care provides person-centered advocacy and resident-driven services.**

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# Referrals to Office of Ombudsman for Long-Term Care

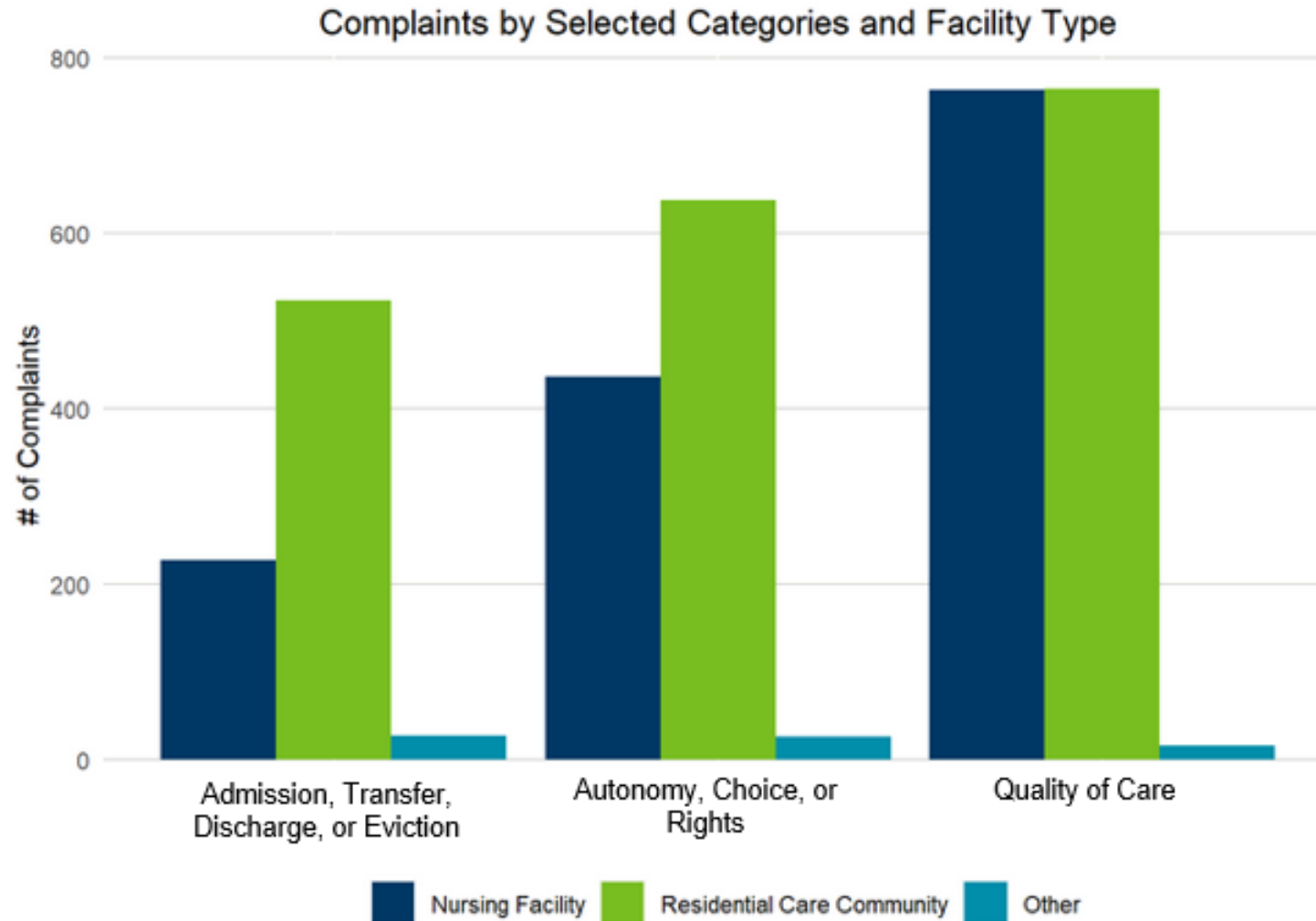
2023 Complaints by Complainant Type



Referrals can come from anywhere (family, providers, hospital, resident or client, friends, neighbors)



# 2023 Complaint Types by Facility Type



# Office of Ombudsman for Long-Term Care

Main intake phone: 651-431-2555 or 1-800-657-3591

Website: [mn.gov/ooltc](https://mn.gov/ooltc)

Genevieve Gaboriault, Deputy Ombudsman

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