The work of the Office of Ombudsman for Long-Term Care is a service of the Minnesota Board on Aging provided free-of-charge to Minnesotans statewide.

800-657-3591

Attention. If you need free help interpreting this document, call the above number.

For accessible formats of this information or assistance with additional equal access to human services, write to MBA.OOLTC@state.mn.us, call 651-431-2555 or 1-800-657-3591, or use your preferred relay service. ADA1 (2-18)
A service of the Minnesota Board on Aging, the Ombudsman advocates for adults needing or receiving long-term care.

The office promotes person-directed living that respects people’s values and preferences, and works to preserve individual rights.

Minnesota’s Ombudsman for Long-Term Care serves all of Minnesota, with staff based in the Twin Cities and regional offices statewide.

Ombudsmen and volunteers work with individuals, their families, health care and service providers and public agencies to ensure the health, safety, well-being and rights of long-term care consumers.

Ombudsmen also work to improve the health care and social services delivery systems through changes in state and federal law and policy.

Serving
- Nursing home and boarding care home residents
- Those living in other adult care homes, such as housing with services, assisted living, customized living or foster care
- People receiving home care services
- Medicare beneficiaries with hospital access or discharge concerns
- Anyone seeking information about long-term care services

Helping
Providing information and consultation about:
- Consumer rights
- Service options
- Facilities regulations

Investigating and resolving complaints about:
- Quality of care or services
- Quality of life
- Rights violations
- Access to services
- Service termination
- Discharge or eviction
- Public benefit programs

Working with service providers to promote a culture of person-directed living

Identifying issues and advocating for change

Contact us
Phone: 800-657-3591 or 651-431-2555
TDD/TTY: 711
Calls will be routed regionally
Office of Ombudsman for Long-Term Care
P.O. Box 64971
St. Paul, MN 55164-0971

Volunteer with the Ombudsman Office
- Receive training and certification to work with regional ombudsmen.
- Educate consumers about ombudsman services.
- Advocate for quality of life and services through regular visits.