



## Do You Have A Concern? Ask Your Ombudsman



A long-term care ombudsman advocates for residents' rights. We help protect the quality of life and quality of care of anyone who lives in a nursing facility or an assisted living facility.

Services are free and confidential.

### What Does an LTC Ombudsman Do?

Some ways ombudsmen can help residents include:

- Listening to residents and family members when they have concerns or issues.
- Telling residents about their rights.
- Protecting resident health, safety, welfare, and rights.
- Helping families learn about nursing facilities and assisted living facilities and how to pay for care.
- Working to solve problems for residents.
- Making sure facility staff follow state regulations and laws that protect residents.
- Video chatting with residents on FaceTime, Duo, or Zoom.

### Contact Your Ombudsman: Arreale Turner

Phone Number: 214-455-7682

Email: [aturner@theseniorsource.org](mailto:aturner@theseniorsource.org)

Read more about the Ombudsman Program

[https://apps.hhs.texas.gov/news\\_info/ombudsman/](https://apps.hhs.texas.gov/news_info/ombudsman/)