



A program of the Panhandle Regional Planning Commission  
Funded by the Texas Health and Human Services Commission

# Long-term Care Ombudsman Program

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## Eligibility

- Residents of Nursing or Assisted Living Facilities
- Legally Authorized Representatives of resident in a nursing or assisted living facility
- General public seeking information on nursing or assisted living facilities
- Any person with a concern about a nursing or assisted living facility

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## Additional Resources

### State Ombudsman Office

1-800-252-2412  
[Texashhs.org/ltombudsman](http://Texashhs.org/ltombudsman)

### State Regulatory Complaint and Incident Intake Line

800-458-9858

### Adult Protective Services

800-252-5400  
[www.everyonesbusiness.org](http://www.everyonesbusiness.org)

### Be a Volunteer!

806-350-7148

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## Contact

### Dana Hoyler

Managing Local Ombudsman  
806-350-7148 Option 1

### Michelle Surace

Staff Ombudsman  
806-350-7148 Option 2

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## Overview

Long-term care ombudsmen serve as resident-directed advocates to people who live in long-term care facilities, such as nursing homes and assisted living facilities. Ombudsmen impartially investigate complaints, help achieve resolutions, and report findings. We educate resident on their rights and empower them through those rights. Our goal is to see that all residents receive respectful and competent care. We do not represent facility or staff interests. In all services, the resident comes first and foremost.

Ombudsman also provide information to anyone looking for a long-term care facility for themselves or someone else.

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## Key Services

### Make Regular Visits to Long-term Care Facilities

Ombudsman make regular visits to long-term care facilities to visit residents and make sure they are receiving the care and services they require. We build trusting relationships with residents enabling ombudsmen to better serve their needs, as well as alleviate loneliness.

### Handle Complaints and Problem Solve

Ombudsmen support residents and families to resolve any complaints by defining concerns, explaining rights, and identifying possible courses of action. In all situations, confidentiality is maintained, and no information is released without permission of the resident or decision maker.

### Provide Information and Assistance

Ombudsmen are a source of information about how to select a long-term care facility, residents' rights, how long-term care facilities operate, and facility regulations.

### Advocate for System and Legislative Changes

State and local ombudsman programs work together to recommend regulatory and legislative changes that affect older Texans and specifically, residents in long-term care facilities.