

Do you have a concern?

If you have a concern or question, the Long-Term Care Ombudsman Program can help.

An ombudsman helps residents, family members, friends, or facility staff members on behalf of a resident.

An ombudsman will:

- listen
- protect your rights
- offer ideas and options
- help resolve concerns
- support resident and family councils
- respect your choices

This service is confidential and FREE.

Contact an ombudsman

Locally –

State LTC Ombudsman Office

Statewide –

1-800-252-2412

Online –

**[www.DADS.state.tx.us/
contact/aaa.cfm](http://www.DADS.state.tx.us/contact/aaa.cfm)**

