



■ Indiana Long-Term Care Ombudsman

The Indiana Long-Term Care Ombudsman Program advocates for residents of long-term care facilities, which includes nursing facilities and licensed assisted living facilities. Our primary purpose is to promote and protect the resident rights guaranteed to residents under federal and state law.

We achieve this mission with a network of local offices across the state, which recruit, train and manage a corps of certified ombudsmen. Staff and volunteer ombudsmen visit facilities throughout the state to ensure residents' rights are being upheld.

We are here for you—residents, family members, friends and anyone interested in the welfare of long-term care residents. Our services are free and confidential.

What does a long-term care ombudsman do?

Certified long-term care ombudsmen are trained to receive complaints and assist residents to resolve problems in situations involving quality of care, use of chemical or physical restraints, transfer and discharge, abuse and other aspects of resident rights.

Your ombudsman will:

- Advocate for your rights as a resident living in a long-term care facility
- Resolve concerns about your quality of life and quality of care received
- Work with you, your family or friends and facility staff to meet your needs
- Negotiate on your behalf
- Provide education on how to self-advocate
- Provide education about long-term care facilities as well as other service options in the community
- Help you establish a resident or family council
- Who can contact the long-term care ombudsman?
- Residents of nursing homes and licensed assisted living facilities
- Relatives and friends of residents in long-term care facilities
- Administrators and employees of long-term care facilities
- Anyone concerned about the welfare of residents of long-term care facilities
- The community at large



Reasons why people call us:

- Problems with care—call lights not being answered, problems with medication being administered, poor hygiene, etc.
- Violations of rights—privacy issues, loss of dignity issues, poor staff attitudes, emotional and verbal abuses, etc.
- Problems with transfers and discharges—improperly discharged, service fees not disclosed, refused readmission, Medicaid discrimination, etc.

Residents' rights

When a person moves into a long-term care facility they retain all their rights as a private citizen, plus, under federal and state law, they gain numerous other rights as a resident of the facility. Some of these rights, in abbreviated form, are listed below:


- Right to be informed about and exercise their rights
- Right to know about services and financial charges
- Right to participate in planning their care and treatment
- Right to refuse treatment
- Right to confidentiality of records
- Right to privacy
- Right to control their finances
- Right to freedom from abuse, neglect and exploitation
- Right to freedom from chemical and physical restraints
- Right to express grievances without fear of retaliation
- Rights pertaining to admissions, transfers and discharges, including the right to appeal
- Right to communicate freely with persons of their choice

How to file a complaint

If you or someone you care about lives in a nursing home, a licensed residential care facility (assisted living) or an adult family care home, you have the right to file a complaint regarding your concerns about the quality of life or care for yourself or your loved one.

There are several ways you may express your concerns:

- Talk directly to staff and/or leadership at the facility.
- File a written grievance with the facility.
- Voice your concerns at the facility resident council meeting or family council meeting.

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- Call the Indiana Department of Health Complaint Line at **800-246-8909**.
 - Contact your state or local long-term care ombudsman at **800-622-4484**, email at **LongTermCareOmbudsman@ombudsman.IN.gov** or by submitting your complaint on our **website**.

If you decide to file a complaint with the LTC Ombudsman Program, here is what you can expect:

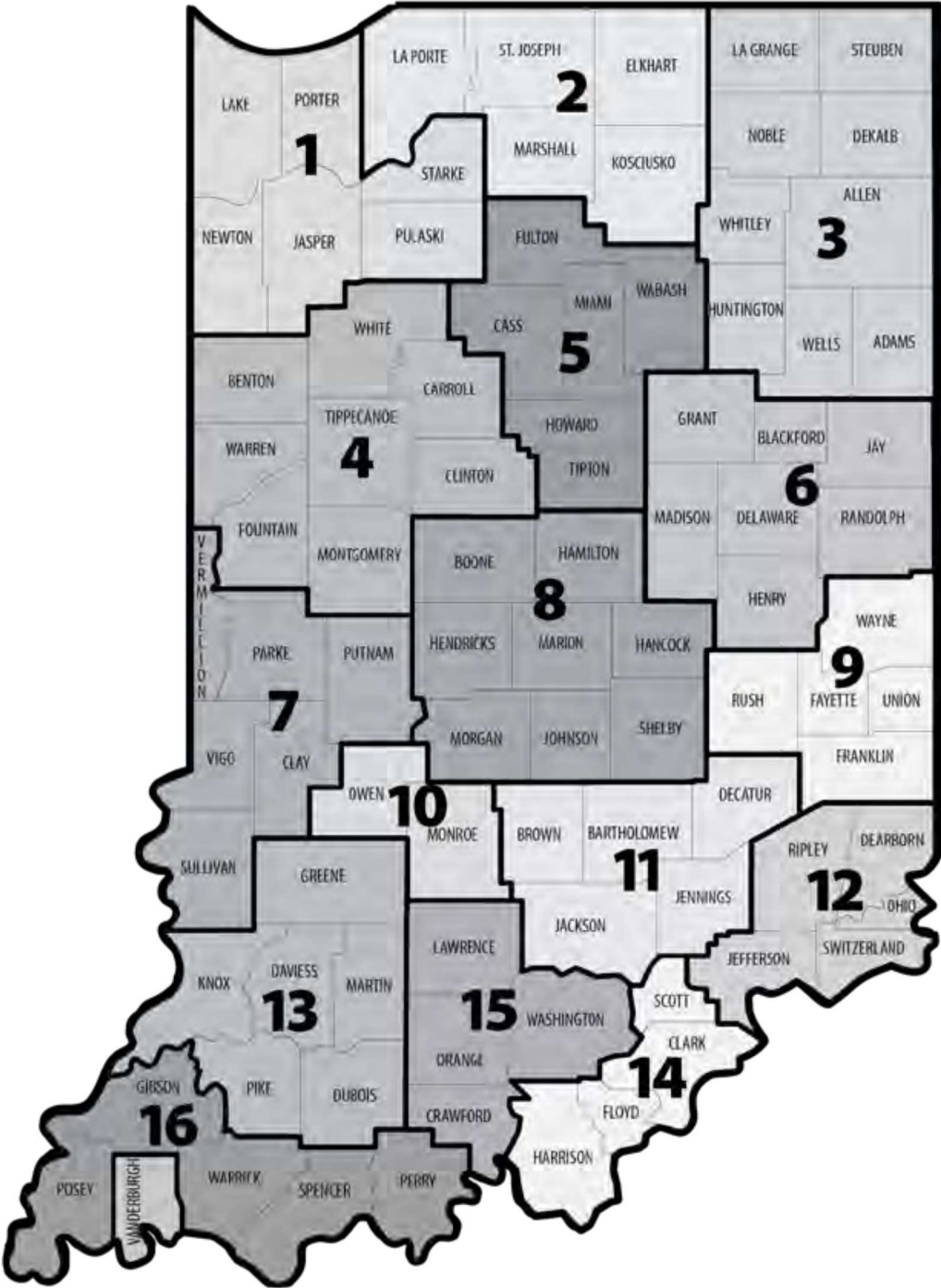
- The information we receive is confidential.
- You have the right to remain anonymous.
- The LTC Ombudsman Program staff will review your complaint within two to three business days of receipt of the complaint.
- If you provide your contact information, a representative of the LTC Ombudsman Program may contact you for additional information.
- The LTC Ombudsman representative will follow up with the resident because we are “resident-directed.”
- If the resident or resident’s representative requests and grants permission to receive help from the program, an Ombudsman will assist the resident or their representative to try to resolve their concerns.

When communicating your complaint to the LTC Ombudsman Program, be sure to provide the following information:

- The name of the resident(s).
- Your name and contact information (unless you prefer to remain anonymous).
- The name and city where the facility is located.
- Specific details about the nature of your concern.



Indiana Long-term Care Ombudsman areas





Indiana Long-term Care Ombudsman local offices

This information is correct as of April 1, 2021. For up-to-date information, refer to www.in.gov/ombudsman/long-term-care-ombudsman.

AREA 1

Jacqueline Hill, LTC ombudsman
Email: jhill@nwi-ca.org
Phone: 219-384-8116

Janice Hall, LTC ombudsman
Email: jhall@nwi-ca.org
Phone: 219-688-1833

Northwest Indiana Community
Action
5240 Fountain Drive
Crown Point, IN 46307

Phone: 800-826-7871 or
219-794-1829, Ext. 2468

*Serving: Jasper, Lake, Newton,
Porter, Pulaski and Starke Counties*

AREA 2

Linda Kors, CSC, LTC ombudsman
Email: linda@realservices.org
Phone: 574-284-7135
Cell: 574-404-1027

Esther Meeks, LTC ombudsman
Email: esther@realservices.org
Phone: 574-284-7127
Cell: 574-229-3001

Real Services
P.O. Box 1835, 1151 S. Michigan St.
South Bend, IN 46634-1835
Phone: 800-552-7928, ext. 7135
and 7127

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Marshall and St. Joseph Counties*

AREA 3

Aisha R. Arrington,
LTC ombudsman
Email: ararrington@doingthe-good-ombudsman.org
Phone: 260-469-3161

LTC Ombudsman Program
of N.E. Indiana
3215 Stellhorn Road
Fort Wayne, IN 46815

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Huntington, LaGrange, Noble,
Steuben, Wells and Whitley Counties*

AREA 4

Andrea Smothers, LTC ombudsman
Email: Andrea.Smothers@ilsis.net
Phone: 765-423-5327

Indiana Legal Services
8 N. Third St., Suite 102
Lafayette, IN 47901

*Serving: Benton, Carroll, Clinton,
Fountain, Montgomery, Tippecanoe,
Warren and White Counties*

AREA 5

Dana Neer, LTC ombudsman
Email: dneer@areafive.com
Phone: 574-722-4451
Cell: 260-568-0579

Area 5 AAA
1801 Smith St.
Logansport, IN 46947

*Serving: Cass, Fulton, Howard, Miami,
Tipton and Wabash Counties*



AREA 6

Maureen Walby, LTC ombudsman
Email: Maureen.Walby@ilsis.net
Phone: 765-759-3371 or
800-589-1121

Indiana Legal Services, Inc.
Senior Law Project
1701 Pilgrim Blvd.
Yorktown, IN 47396
Phone: 765-759-1121 or
800-589-1121

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Henry, Jay, Madison and Randolph
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AREA 7

John Turner, LTC ombudsman
Email: John@thewillcenter.org
Phone: 812-298-9455, ext. 201
The Will Center
1 Dreiser Square
Terre Haute, IN 47807

*Serving: Clay, Parke, Putnam,
Sullivan, Vermillion and Vigo Counties*

AREA 8

Robin Kimp-Willis,
LTC ombudsman
Email: Robin.Kimp@ilsis.net
Phone: 317-631-9424

Angie Calvert, LTC ombudsman
Email: Angie.calvert@ilsis.net
Phone: 317-631-9424

Marcia Greene, AL
LTC ombudsman
Email: Marcia.greene@ilsis.net
Phone: 317-829-3078

Indiana Legal Services
Senior Law Project
1200 S. Madison Ave., Suite #300
Indianapolis, IN, 46225

*Serving: Boone, Hamilton, Hancock,
Hendricks, Johnson, Marion, Morgan
and Shelby Counties*

AREA 9

Paul Register, LTC ombudsman
Email: Paul.Register@ilsis.net
Phone: 765-722-4081

Indiana Legal Services, Inc.
Indiana Senior Law Project
423 Commerce Road
Richmond, IN 47374

*Serving: Fayette, Franklin, Rush,
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AREAS 10 & 11

Kirsten Bouthier, LTC ombudsman
Email: Kbouthier@thrive-alliance.org
Area 10 Phone: 812-876-3383,
Ext. 534
Area 11 Phone: 812-314-2727

Indiana Legal Services
1531 13th St., Suite G 330
Columbus, IN 47201

*Serving: Bartholomew, Brown,
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and Owen Counties*

AREA 12

Debra Cole, LTC ombudsman
Email: Area12ombudsman@live.com
Phone: 812-427-3333, cell: 812-
592-4222

Area 12 Ombudsman Services
114 W. Main St.
Vevay, IN 47043

*Serving: Dearborn, Jefferson, Ohio,
Ripley and Switzerland Counties*

AREA 13

Ann Cardinal, LTC ombudsman
Email: acardinal@vinu.edu
Phone: 812-888-5158

Generations
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Vincennes, IN 47591
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*Serving: Daviess, Dubois, Greene,
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AREA 14

Jackie Pollock, LTC ombudsman
Email: jpollock@lsr14.org
Phone: 812-670-3926

LifeSpan Resources
33 State St., Third Floor,
P.O. Box 995
New Albany, IN 47151

*Serving: Clark, Floyd, Harrison and
Scott Counties*

AREA 15

Deborah Wessel, LTC ombudsman
Email: Debbie@sicilindiana.org
Phone: 812-277-9626

The Solutions Center
1490 W. Main St.
Mitchell, IN 47446
Phone: 800-845-6914

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AREA 16

Vacant

Email: maryswinford@fssa.in.gov
longtermcareombudsman@fssa.in.gov
Phone: 800-622-4484

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and Warrick Counties*

VOICES

Michelle Motta, LTC ombudsman
Email: mmotta@voicesinc.info
Phone: 812-423-2927

Alicia Reeves, LTC ombudsman
Email: areeves@voicesinc.info
Phone: 812-423-2927

VOICES, INC.

2425 U.S. 41 North, Suite 405
Evansville, IN 47711

Serving: Vanderburgh County

STATE CONTACTS

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Indianapolis, IN 46207-7083
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deputy director
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