



Long-Term Care Ombudsman Program



OKLAHOMA DEPARTMENT OF HUMAN SERVICES

Aging Services

Office of the State Long-Term Care Ombudsman

Definition of Ombudsman

The Ombudsman Program serves older residents in Oklahoma long-term care facilities including nursing homes, assisted living, and residential care facilities. An Ombudsman helps improve the quality of life and the quality of care available to the residents.

A long-term care Ombudsman is a person who receives complaints from residents of long-term care facilities, their friends or relatives and attempts to resolve those complaints within the facility. The Ombudsman has the authority to explore problems and recommend corrective action.

Nature of the Program

The Ombudsman Program is supported by local staff and volunteers committed to improving and enriching the lives of institutionalized older persons. One goal of the Ombudsman Program is to have volunteers at each facility in the state to work with the facility and surrounding community. The Area Agency on Aging provides local supervision and support for the volunteers, and additional support is provided by the state Ombudsman office staff. Training in skills such as problem-solving and communication, the processes of aging, and long-term care facility regulations is provided by the Ombudsman Program for volunteers.

Legal Authority

The Long-Term Care Ombudsman Program is administered by the Oklahoma Department of Human Services Aging Services under the authority of the Older Americans Act and the Oklahoma Long-Term Care Ombudsman Act.

Information for Volunteer Applicants

To be a volunteer in the Ombudsman Program, the applicant must:

- have a concern about older people and their needs and the ability to see each as an individual;
- be able to work with many types of people without being judgmental;
- be responsible; be willing and able to follow problems to their resolution;
- be able to accept training and supervision;
- be able to spend at least two hours a week in the program;
- be free from conflicts of interest; and
- pass an OSBI background check.

If you would like to become an Ombudsman volunteer, or if you have any questions about the program or wish to make a complaint, please call (405) 521-6734 or write:

Office of the State Long-Term Care Ombudsman, Oklahoma Department of Human Services,
Aging Services, 2401 NW 23rd St., Ste 40, Oklahoma City, OK 73107

or contact your Area Agency on Aging Ombudsman Supervisor (AAA list on back)
at **1-800-211-2116**

**For more information on Ombudsman and other services for Older Oklahomans,
visit www.okdhs.org and click on Aging Services.**

Area Agencies on Aging

Listed by Planning and Service Areas

Senior Info-Line 1-800-211-2116 reaches the Area Agency on Aging office for your area.

Area 1: Grand Gateway Area Agency on Aging

333 S Oak, PO Drawer B
Big Cabin, OK 74332-0502

918-783-5793/1-800-482-4594

*Craig, Delaware, Mayes, Nowata, Ottawa, Rogers
and Washington counties*

Area 2: EODD Area Agency on Aging

EODD Building, 1012 N 38th St., PO Box 1367
Muskogee, OK 74402-1367

918-682-7891

*Adair, Cherokee, McIntosh, Muskogee, Okmulgee,
Sequoyah and Wagoner counties*

Area 3: KEDDO Area Agency on Aging

Vo-Tech Admin. Addition, 1002 Hwy 2 North,
Wilburton, OK 74578-3607

918-465-2367/1-800-722-8180 (TDD)

*Choctaw, Haskell, Latimer, LeFlore, McCurtain,
Pittsburg and Pushmataha counties*

Area 4: SODA Area Agency on Aging

2704 North 1st St.
PO Box 709

Durant, OK 74702-0709

580-920-1388

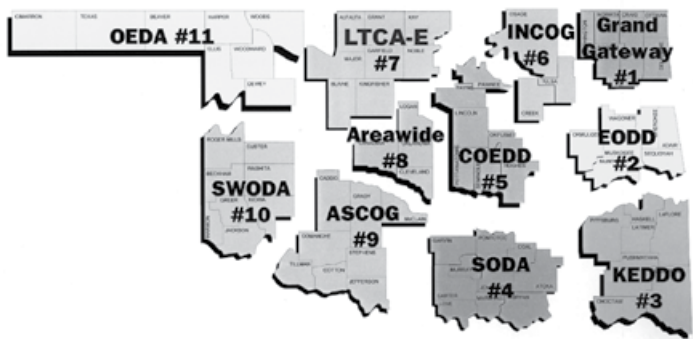
*Atoka, Bryan, Carter, Coal Garvin, Johnston,
Love, Marshall, Murray and Pontotoc counties*

Area 5: COEDD Area Agency on Aging

400 N. Bell, PO Box 3398
Shawnee, OK 74802-3398

405-273-6410/1-800-375-8255

*Hughes, Lincoln, Okfuskee, Pawnee, Payne,
Pottawatomie and Seminole counties*



Area 6: INCOG Area Agency on Aging

2 West 2nd Street, Ste 800
Tulsa, OK 74103-3116

918-584-7526

Creek, Osage and Tulsa counties

Area 7: Long-Term Care Authority of Enid*

202 W. Broadway, Ste. A
Enid, OK 73701-4048

580-234-7475

*Alfalfa, Blaine, Garfield, Grant, Kay, Kingfisher,
Major and Noble counties*

* Interim Administrative Organization

Area 8: Areawide Aging Agency Inc.

4101 Perimeter Center Drive, Ste 310
Oklahoma City, OK 73112-5910

405-942-8500

*Canadian, Cleveland, Logan and
Oklahoma counties*

Area 9: ASCOG Area Agency on Aging

802 Main St., PO Box 1647
Duncan, OK 73534-1647

580-252-0595/1-800-658-1466

*Caddo, Comanche, Cotton, Grady, Jefferson,
McClain, Stephens and Tillman counties*

Area 10: SWODA Area Agency on Aging

Sherman Industrial Air Park
Building 420 – Sooner Dr., PO Box 569
Burns Flat, OK 73624-0569

580-562-4882/1-800-627-4882 (TDD)

*Beckham, Custer, Greer, Harmon, Kiowa,
Jackson, Roger Mills and Washita counties*

Area 11: OEDA Area Agency on Aging

330 Douglas Ave., PO Box 668
Beaver, OK 73932-0668

580-527-1007/1-800-658-2844

*Beaver, Cimarron, Dewey, Ellis, Harper, Texas,
Woods and Woodward counties*

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