

What Is An Ombudsman?



An Ombudsman is a screened and trained staff member of the State of Utah Long-Term Care Ombudsman Program.

Ombudsmen are authorized by Federal and State laws to receive complaints, investigate those allegations, and then resolve them on behalf of residents of long-term care facilities (i.e. nursing homes, assisted living facilities, and intermediate care facilities for the intellectually disabled). An Ombudsman is an advocate for the resident.

An Ombudsman can:

- Be an objective advocate.
- Provide education related to residents' rights, abuse prevention, and other related topics.
- Help resolve problems within the long-term care facility.
- Provide community resources.
- Provide support to residents while dealing with concerns they may have about their care and quality of life.

Residents have the right to:

- Be treated with respect, dignity and consideration;
- Exercise civil and religious liberties as a resident of Utah and the United States;
- Confidentiality of personal and clinical records;
- Participate in social, religious and community activities;
- Be informed of their medical condition and participate in treatment planning;
- Choose their own attending physician and the source of pharmacy services;
- Be free from verbal, sexual, physical or mental abuse and both chemical and physical restraints;
- Be told of services, costs and items not paid for by Medicaid or Medicare;
- Freedom of association and communication in privacy, including visits with anyone of their choice in or outside of the facility, mail and telephone services, and access to records and state inspection reports;
- Not be transferred or discharged without cause or notice;
- Be treated without discrimination regardless of source of payment;

- Make complaints and express grievances without fear of discrimination or reprisal;
- Manage personal and financial affairs, make choices and independent decisions, and issue health care directives.



Adults have the right to make personal choices and decisions. This self-determination gives them the right to make decisions that might not appear to be in their best interest.



Our Purpose:

To provide confidential services to assist in advocating for the health, safety, welfare and rights of individuals living in long-term care facilities (i.e. nursing homes, assisted living facilities, and intermediate care facilities for the intellectually disabled) in the State of Utah.



REPORT YOU CONCERNS ONLINE AT:

<https://daas.utah.gov/ombudsman-abuse/>

OR

Contact your local Ombudsman

County	Ombudsman	Phone #
Cache, Rich, Box Elder	Deborah Crowther	(435) 713-1462
Davis County	John Cowan	(801) 525-5060
Washington, Beaver, Garfield, Iron, Kane	Carolyn Moss	(435) 673-3548 Ext. 108
Utah, Wasatch, Summit	Linda Cole	(801) 229-3809
Salt Lake	Sharon Cameron	(385) 468-3255
Sevier, Millard, Piute, Wayne, Sanpete, Juab	Christy Nebeker	(435) 893-0736
Carbon, Emery, Grand, San Juan	Bill Engle	(435) 637-5444 Ext. 714
Duchesne, Daggett	Michelle Summarell	(435) 722-4518
Tooele	Evelyn Van Zanten	(435) 277-2457
Uintah	Joan Janes	(435) 789-4021
Weber and Morgan	Nobu Lizuka	(801) 625-3783

State Long Term Care Ombudsman

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For Help with questions, concerns, or complaints, call your local Long-Term Care Ombudsman