

OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

# LONG-TERM CARE OPTIONS



## Nursing Home or Alternative Care in Oklahoma

COMMUNITY LIVING, AGING & PROTECTIVE SERVICES





# Contents

Introduction.....	3
Alternatives to Nursing Home Care.....	4
If Nursing Home Care Is Needed .....	7
Paying for Nursing Home Care.....	8
Choosing a Nursing Home.....	9
Checklist .....	12
The Ombudsman Program .....	21
What to Do If You Have a Complaint.....	21
Area Agencies on Aging .....	23

## Nursing Home or Alternative Care in Oklahoma

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Community Living, Aging & Protective Services

# Introduction

This guide provides information on how to obtain quality long-term care for yourself, a friend or a relative. It describes nursing home care in Oklahoma and community-based options available. If you need to choose nursing home care, this guide can help you locate the nursing facility that will best meet your needs and provide quality care.

The time and effort spent in deciding on the type of care you need, and in choosing the best possible provider of that care, will help you avoid some problems later.

If you need further information or assistance, write or phone one of the agencies listed at the end of this guide, or contact the Oklahoma Department of Human Services (OKDHS), Office of the State Long-Term Care Ombudsman.

# Alternatives to Nursing Home Care

Community Living, Aging & Protective Services (CAP) offers services to Oklahomans to help maintain their dignity and independence. A network of organizations reviews the person's needs and offers services to meet those needs. The services are offered to assist Oklahomans to avoid being placed in a nursing facility and to live independently in their own homes.

**The Area Agencies on Aging (AAA)** help local communities to provide the services. The AAAs try, especially, to target resources from all appropriate sources to meet the needs of older Oklahomans with greatest economic or social need.

<https://www.oklahoma.gov/okdhs/services/aging/titleiii.html>

- **The congregate meals** program funded through the Older Americans Act provides hot, nutritious meals, social services and companionship at centers within the community. The social services available at congregate meal sites include outreach, assisted transportation, information and referral, nutritional information, health counseling and referral, transportation, and recreation.

<https://oklahoma.gov/okdhs/services/cap/meals.html>

**Home delivered meals** are nutritious meals delivered to homebound older persons who are physically unable to attend congregate meal sites. For many program recipients, the visit from the person delivering their meal may be the only contact with the outside world.

<https://oklahoma.gov/okdhs/services/cap/meals.html>

**The State Plan Personal Care program** provides assistance to people of all ages who need help meeting their Activities of Daily Living and Instrumental Activities of Daily Living. Services are provided in their own home, a family or friends, home and a few other limited home settings. These services are intended to prevent or minimize regression or deterioration of their physical health. It is not intended to replace existing caregiver assistance being performed by family, friends or others but it does provide additional support to prevent caregiver burnout and fatigue. Services include assistance such as dressing, grooming, bathing, meal preparation, laundry, housekeeping, shopping, and errands. The State Plan Personal Care program does not provide technical services such as medical treatments, wound care, medication administration, operation of equipment or range of motion exercises. Persons eligible for Personal Care services, financed with state and federal Medicaid (Title XIX) funds, include recipients of state supplemental payments to the aged, blind, and disabled and others with low income who qualify for medical assistance.

<https://oklahoma.gov/okdhs/services/aging/psppc.html>

**The ADvantage Waiver Program**, is a home and community-based alternative to placement in a nursing facility for eligible disabled adults and senior Oklahomans. The goal of the ADvantage program is to provide services which allow Medicaid eligible persons who meet nursing facility level of care to remain at home, or in the residential setting of their choosing, while receiving necessary care. To receive ADvantage services, individuals must be 65 or older; or 21 or older with a disability that is not an intellectual disability; and meet medical and financial eligibility requirements. ADvantage services are person centered and may include

case management, personal care, skilled nursing care, adult day services, home delivered meals, home modifications, prescription drugs, specialized medical equipment and supplies and respite care. <https://oklahoma.gov/okdhs/services/cap/advantage-services.html>

**The Medicare and Medicines (MIPPA)** program assists individuals that meet the income and resource eligibility requirements by lowering their Medicare prescription drug costs, deductibles, and premiums plus provides information on preventive health services.

<https://oklahoma.gov/okdhs/medicareandmeds/mippa.html>

**Adult Day Health Services** meet the physical, social, and emotional needs of older adults and those with disabilities. Adult day health centers provide the programs and support essential for successful caregiving. You can work or attend to personal matters worry free while your family member spends time in an adult day health facility. Security and the personal attention of staff with participants contribute to your piece of mind. Facilities in your area can be found by visiting <https://oklahoma.gov/okdhs/services/aging/padhs.html>

**Senior Citizen Housing** includes apartment complexes and high-rise buildings and is available in many parts of Oklahoma. These generally provide reduced rental payments and easy access to services of various sorts. Many include senior centers and nutrition sites on or near the premises. For more information on subsidized senior housing contact the housing authority in your area. You can find a list of Oklahoma Housing Authorities visiting <https://affordablehousingonline.com/housing-authorities/Oklahoma>

**Residential Care Homes** provide supportive assistance in a residential setting. Housekeeping, help with eating, bathing, dressing and other services are included as “supportive assistance” to persons who do not routinely require nursing care. Residential Care Homes must be licensed by the State Department of Health if they serve one or more people. <https://oklahoma.gov/health/protective-health/health-resources-development-service/health-facility-systems-directory-of-facilities.html>

**Assisted Living Centers** offer, coordinate, or provide services to residents who may need assistance with any or all of the following: personal care (meals, dressing, movement, bathing or other personal needs or maintenance, or general supervision of the physical and mental well-being of a person, including assistance with toileting) or nursing supervision; intermittent or unscheduled nursing care; medication assistance, and transfer and/or ambulating. Assisted Living Centers must be licensed by the State Department of Health, either as a stand-alone Assisted Living Center, or as a part of a Continuum of Care Facility, which includes a Nursing Home and an Assisted Living Center. <https://oklahoma.gov/health/protective-health/health-resources-development-service/health-facility-systems-/directory-of-facilities.html>

**The Program of All-Inclusive Care for the Elderly (PACE)** is a managed care model of acute and long-term care that integrates the provision and financing of medical and long-term care services. The PACE model is centered on the belief it is better for the well-being of seniors with chronic care needs and their families to be served in the community whenever possible.

The goal is to maximize the participant's autonomy and ability to reside in their community while receiving quality care at lower cost relative to the Medicare, Medicaid, and private-pay traditional payment systems. To learn more about the PACE programs available in Oklahoma visit <https://oklahoma.gov/ohca/providers/types/ltc-facilities/the-program-of-all-inclusive-care-for-the-elderly.html>

## If Nursing Home Care Is Needed

Nursing facilities are primarily designed for persons who need assistance with activities of daily living and regular routine nursing care. Nursing homes may also provide rehabilitative care (skilled care) as well. <https://oklahoma.gov/health/protective-health/health-resources-development-service/health-facility-systems-/directory-of-facilities.html>



# Paying for Nursing Home Care

There are several ways to meet the financial costs of Nursing home care. Income from Social Security, pensions, veteran's benefits, long-term care insurance and other sources may cover all or part of the expense. Some health insurance plans include limited nursing home coverage. Contact your agent to see if nursing home care is covered and if so, for what type of facility. For instance, Medicare nursing home coverage is extremely limited. Medicare does not pay for long-term care.

When a person's savings or other resources have been spent down to the maximum limit allowed by the state and all other income from Social Security, other pensions, etc. is less than the amount needed to pay for care, the individual resident may qualify for Medicaid (medical assistance).

## **Medicaid (Title 19, Social Security Act)**

Medicaid is a financial assistance program that will pay for nursing home care for an unlimited time for persons who need such care and meet the income and assets guidelines. This program uses federal and state funds.

For information about the medical assistance program call the OKDHS county office in the county where the person needing nursing care is located. This office will be able to advise what information will be required to make application, how soon to expect a decision, and how to ask for a review if found ineligible. In addition, the OKDHS county office has information about other programs which may be helpful.

<https://oklahoma.gov/okdhs/services/health/nfcare.html>

## **Medicare (Title 18, Social Security Act)**

Medicare is a federal health insurance program for persons over age 65 and Medicare-eligible persons under 65, and is administered by the Social Security Administration. It will contribute to the payment of nursing home care for a limited period of time, following certain hospital stays.

The guidelines for Medicare payment of nursing home costs are very strict, and few persons qualify for this assistance. You can get information about Medicare benefits for nursing home care from your local Social Security office. Be sure to ask for a *Medicare Handbook*. [www.medicare.gov](http://www.medicare.gov)

## Choosing a Nursing Home

### First step

As the first step in choosing a nursing home, decide on the area or location most acceptable to the person who will be the resident. If the person wishes to continue using his or her private physician, consider homes close to the hospital that the doctor uses. Being near a hospital or other emergency services can be an advantage.

It is also important to consider a location that is convenient to friends or relatives, as visits by familiar people can make a big difference in the resident's progress and general well-being.

Remember that the individual's specific situation, needs and wishes are the most important considerations. Talk with the doctor about the kind of care the person needs. By all means, the person should be included in the decision-making and planning.

**Make a list of nursing homes** in the chosen area.

To assist in compiling the list, consult with the following resources:

- Ask doctors, friends, or ministers for recommendations.
- Get names of nursing homes from your local OKDHS county office, health department, Social Security office, ombudsman, or call the Senior Info-line at 1-800-211-2116.

It is helpful to check with more than one resource.

This decision is very important.

### **Call the homes on the list.**

The number of homes you will need to visit can be narrowed down by first asking certain questions by telephone. When calling the nursing home, ask to speak to the administrator or the person in charge of admissions. Some of the questions to ask are:

- Does the home provide the kind of care the doctor says the person needs?
- Is the home certified for the Medicaid or Medicare program? (Ask this question if you now need or may need this type of assistance to pay for care).
- Does the home have an opening? If not, how long is the waiting period?

### **Visit at least two homes.**

After narrowing the field to homes which meet the general needs of the prospective resident, make an appointment for a visit. If possible, the prospective resident should be included in the visit. He or she is an adult and should be allowed to exercise the right to choose. If transportation to the home is a problem, ask the facility whether transportation can be provided for you to visit. Some offer this service.

Try to visit the facility during the noon meal and spend at least one hour. Arrange to meet and talk to the administrator and the nursing director because their attitudes will affect the actual care and quality of life of the residents.

Ask to review the last three years' State Health Department inspection reports. State law requires these reports be available at the home for public inspection.

Ask for a copy of the facility policy.

Ask for a tour. This is the most important part of the visit. Observe whether residents are awake and dressed appropriately. Observe the activity calendar posted and whether those planned are taking place. Pay close attention to the interaction between nurse's aides (direct care givers) and residents. Are call lights being answered? Are residents treated with respect and dignity?

If the potential resident has been unable to accompany you on this visit, please share your comparisons on the following pages with him/her and allow them to participate in the decision-making process.

Be aware that during a State declared public health emergency, access to long-term care facilities may be limited. If this is the case reach out to the Ombudsman for assistance.

# Checklist

The following checklist is provided for reference and convenience. **Use it to prepare for and during the tour of a nursing facility.** Observe, ask questions, but respect the privacy of the residents.

Before reaching a final decision, it is suggested a second unannounced visit be made to the facility. This time, plan a visit during the evening or weekend hours. Take time to visit with the residents and walk leisurely throughout the facility. Re-check earlier findings.

## Nursing facilities you have chosen:

Nursing facility A is \_\_\_\_\_

Nursing facility B is \_\_\_\_\_

	Home A		Home B	
	yes	no	yes	no
<b>General</b>				
Does the nursing home have the required current state license?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the administrator have a current state license?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the home certified to participate the Medicare and/or Medicaid programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the administrator courteous and helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
If the person you are placing requires special services, such as rehabilitation therapy or a therapeutic diet, does the home provide them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the general atmosphere of the nursing home warm, pleasant and cheerful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are staff members cheerful, courteous and enthusiastic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do staff members show residents genuine interest and affection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do residents look well cared for and generally content?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are residents allowed to wear their own clothes, decorate their rooms and keep a few prized possessions on hand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a place for private visits with family and friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a written statement of resident's rights? As far as you can tell, are these points being carried out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do residents, other visitors and volunteers speak favorably about the home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
<b>Physical Conditions</b>				
Is the nursing home clean and orderly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the home reasonably free of unpleasant odors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the home well-lighted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are rooms well-ventilated and kept at a comfortable temperature?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety</b>				
Is an emergency evacuation plan posted in prominent locations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the nursing home free of obvious hazards, such as obstacles to residents and unsteady chairs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there grab bars in toilet and bathing facilities and handrails on both sides of hallways?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do bathtubs and showers have non-slip surfaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there an automatic sprinkler system and automatic lighting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there portable fire extinguishers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are exits clearly marked and exit signs lighted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
Are exit doors unobstructed and unlocked from inside?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are certain areas posted with no smoking signs? Do staff, residents and visitors observe them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are wheelchair ramps provided where necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Medical, Dental and Other Services</b> In case of medical emergencies, is a physician available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the home have arrangements with a nearby hospital for quick transfer of residents in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is emergency transportation available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is oral hygiene adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the home have an arrangement with an outside dental service to provide dental care when necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pharmaceutical Services</b> Are pharmaceutical services supervised by a qualified consultant pharmacist?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a locked room set aside for storing and preparing drugs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Home A		Home B	
	yes	no	yes	no
<b>Nursing Services</b>				
Is at least one registered nurse (RN) or licensed practical nurse (LPN) on duty 24 hours a day, seven days a week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does an RN serve as director of nursing services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are nurse call buttons within each resident's reach whether in bed or chair and are they located in toilet and bathing facilities? Do they work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What is the direct care staff-to resident ratio on each shift?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Food Service</b>				
Is the kitchen clean and reasonably tidy? Is food needing refrigeration promptly stored?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask to see the meal schedule. Are at least three meals served each day? Are meals served at normal hours, with time for leisurely eating?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are no more than 14 hours allowed between the evening meal and breakfast?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are nutritious between-meal and bedtime snacks available and offered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
Are residents given enough food? Does the food look appetizing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sample a meal. Is the food tasty and served at the proper temperature?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the meal being served match the posted menu?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are special meals prepared for residents on therapeutic diets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the dining room attractive and comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do residents who need it get help in eating, whether in the dining room or in their rooms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Rehabilitation Therapy</b> Is a full-time program of physical therapy available for residents who need it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are occupational therapy and speech therapy available for residents who need them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Social Services</b> Are there social services available to aid residents and their families?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
Does the nursing home have a varied program of recreational, cultural and intellectual activities for residents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there an activities coordinator on the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is suitable space available for resident activities? Are tools and supplies provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are activities offered for residents who are relatively inactive or confined to their rooms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Look at the activities schedule. Are activities provided each day, including week-ends? Are some activities scheduled in the evenings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do residents have opportunities to attend religious services and talk with clergymen both in and outside the home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are a barber and beautician available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Resident's Rooms</b> Do all the rooms open onto a hallway?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
Does each room have a window to the outside?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does each resident have a reading light, a comfortable chair, and a closet and drawers for personal belongings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there fresh drinking water within reach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a curtain or screen available to provide privacy for each bed whenever necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do bathing and toilet facilities have adequate privacy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Nursing Home</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a lounge where residents can chat, read, play games, watch television or just relax away from their rooms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a public telephone available for resident's use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the nursing home have an outdoor area where residents can get fresh air and sunshine?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are visiting hours convenient for residents and visitors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Home A		Home B	
	yes	no	yes	no
Does the facility have a van, or other transportation for residents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Financial Matters</b>				
Do the estimated monthly costs (including extra charges) compare favorably with the cost of other homes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a refund made for unused days paid for in advance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are these and other important matters specified in the contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# The Ombudsman Program

In Oklahoma, the Ombudsman Program is administered by the Community Living, Aging & Protective Services Division of the Oklahoma Department of Human Services in coordination with the Area Agencies on Aging. The purpose of the Long-Term Care Ombudsman Program is to help improve the quality of life and the quality of care available to residents of long-term care facilities, such as nursing homes, assisted living centers and residential care homes.

A long-term care ombudsman is a person who receives complaints from residents in long-term care facilities, or from friends or relatives of residents, and attempts to resolve those complaints. Staff ombudsmen are assisted by local volunteers committed to improving and enriching the lives of institutionalized older persons.

## What To Do If You Have A Complaint

If you have a complaint about a nursing home, for whatever reason, you have a right to make the complaint known without fear of repercussions to the resident.

**You can report a complaint to:**

1. The nursing facility administrator.
2. The Area Agency on Aging Ombudsman supervisor or a local certified ombudsman volunteer (see pages 23–25 for a list of Area Agencies on Aging and the counties they serve) by calling 1-800-211-2116
3. State Long-Term Care Ombudsman,  
Community Living, Aging & Protective Services  
The Oklahoma Department of Human Services  
PO Box 25352,  
Oklahoma City, OK 73125,  
<https://oklahoma.gov/okdhs/services/cap/olc.html>  
(405) 521-6734  
Ombudsman.intake.line@okdhs.org

5. **Adult Protective Services, Long-Term Care Investigations**  
PO Box 25352, Oklahoma City 73125  
1-800-522-3511  
<https://www.abuseisnotok.org/s/reportabuse>
  
6. **Oklahoma State Department of Health  
Long-Term Care Services**  
123 Robert S. Kerr Ave.  
Oklahoma City, OK 73102-6406  
Phone: (405) 426-8200  
Fax: (405) 444-6428  
Email: LTC@health.ok.gov
  
7. **Legal Aid Services of Oklahoma**  
<https://www.legalaidok.org/contact-us/>  
1-888-534-5243  
**Sixty Plus Legal Aid Services Helpline (SPLASH)**  
<https://www.legalaidok.org/senior-legal-help/>  
(918) 308-5295 or 1(800) 4886814  
**Oklahoma Disability Law Center**  
<http://okdlc.org/>  
Oklahoma City Office  
(405) 525-7755 or (800) 880-7755  
Tulsa Office  
(918) 743-6220 or (800) 880-7755
  
8. **The Oklahoma Department of Human Services Adult Abuse Hotline, 1-800-522-3511.** When you suspect abuse, neglect or maltreatment, call the Adult Abuse Hotline. It operates 24 hours a day, seven days a week.  
<https://www.abuseisnotok.org/s/reportabuse>

# The Oklahoma Department of Human Services Area Agencies on Aging

Listed by Planning and Services Areas All area agency telephones are TDD equipped

## Aging & Disability Info-Line 1-800-211-2116

### Grand Gateway Area Agency on Aging 333 S. Oak St.

P.O. Box Drawer B  
Big Cabin, OK 74332-0502  
(918)783-5793/1-800-482-4594  
FAX: (918)783-5786

*Area 1: Craig, Delaware, Mayes,  
Nowata, Ottawa, Rogers, and  
Washington counties*



### EODD Area Agency on Aging EODD Building 1012 N. 38th St.

P.O. Box 1367  
Muskogee, OK 74402-1367  
(918)682-7891/  
FAX: (918)-682-5444

*Area 2: Adair, Cherokee, McIntosh,  
Muskogee, Okmulgee, Sequoyah,  
and Wagoner counties*



### KEDDO Area Agency on Aging Vo-Tech Administration Addition Highway 2

P.O. Box 638  
Wilburton, OK 74578-0638  
(918)465-2367/1-800-722-8180  
FAX: (918)-465-3873

*Area 3: Choctaw, Haskell, Latimer,  
LeFlore, McCurtain, Pittsburg, and  
Pushmataha counties*



### SODA Area Agency on Aging 224 W. Evergreen, Suite 203 Durant, OK 74702

(580)920-1388,  
(580)920-1391 (FAX)

*Area 4: Atoka, Bryan, Carter, Coal,  
Garvin, Johnston, Love, Marshall,  
Murray, and Pontotoc*





**COEDD Area Agency on Aging**

400 N. Bell

P.O. Box 3398

Shawnee, OK 74802-3398

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

FAX: (405)273-3213

*Area 5: Hughes, Lincoln, Okfuskee,  
Pawnee, Payne, Pottawatomie,  
and Seminole counties*



**INCOG Area Agency on Aging**

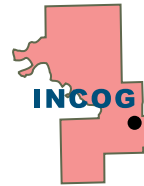
111 S. Greenwood, Suite 200

Tulsa, OK 74120

(918)596-7688,

(918)596-7653 (FAX)

*Area 6: Creek, Osage, and  
Tulsa counties*

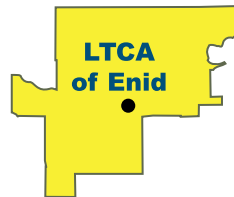


**LTCAE Area Agency on Aging**

2901 N. Van Buren Enid, OK 73703

(580)237-2205/1-800-749-1149

*Area 7: Alfalfa, Blaine, Garfield,  
Grant, Kay, Kingfisher, Major, and  
Noble counties*



**Areawide Aging Agency Inc.**

Mayfair Center

3200 N.W. 48th, Suite 104

Oklahoma City, OK 73112-5910

(405)942-8500/

FAX: (405)942-8535

*Area 8: Canadian, Cleveland,  
Logan, and Oklahoma counties*



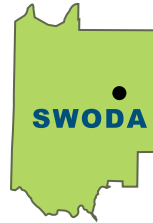
**ASCOG Area Agency on Aging**  
802 Main St., P.O. Box 1647  
Duncan, OK 73533-1647  
(580)252-0595/1-800-658-1466  
FAX: (580)252-6170

*Area 9: Caddo, Comanche,  
Cotton, Grady, Jefferson, McClain,  
Stephens, and Tillman counties*



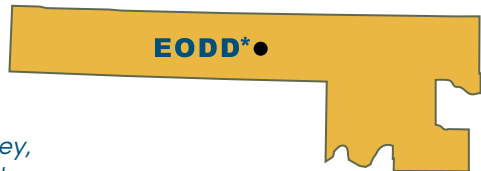
**SWODA Area Agency on Aging**  
Sherman Industrial Air Park  
Building 420-Sooner Dr.  
P.O. Box 569  
Burns Flat, OK 73624-0569  
(580)562-4882/1-800-627-4882  
FAX: 562-4880

*Area 10: Beckham, Custer, Greer,  
Harmon, Kiowa, Jackson, Roger  
Mills, and Washita counties*



**NWPSA 11**  
P.O. Box 1367  
Muskogee, OK 74402-1367  
(918)682-7891/  
FAX: (918)-682-5444

*Area 11: Beaver, Cimarron, Dewey,  
Ellis, Harper, Texas, Woods, and  
Woodward counties*

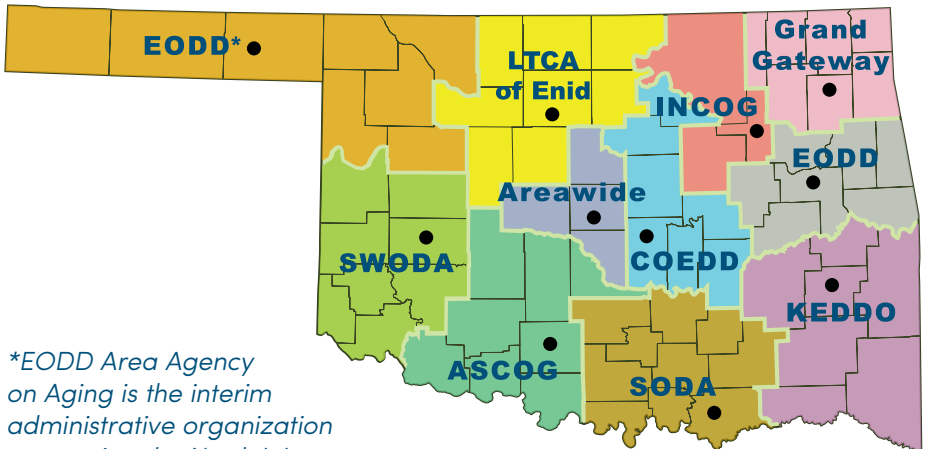


*\*EODD Area Agency on Aging  
is the interim administrative  
organization overseeing the North  
West Planning and service area 11.*

The Oklahoma Department of Human Services  
State Long-Term Care Ombudsman  
Community Living, Aging & Protective Services  
PO Box 53159  
Oklahoma City, OK 73152  
(405) 521-6734

[Ombudsman.intake.line@okdhs.org](mailto:Ombudsman.intake.line@okdhs.org)  
[Ombudsmanfax@okdhs.org](mailto:Ombudsmanfax@okdhs.org)

**Aging & Disability Info-Line**  
**1-800-211-2116**



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