

## LONG TERM CARE OMBUDSMAN PROGRAM

Residents of long term care facilities are often vulnerable physically and/or mentally. They need interested and caring people to advocate for them. Families are often not able to be as involved as they want or need to be. Trained Ombudsmen provide an ongoing presence in the facilities to advocate for resident's rights, quality of care, and quality of life.

The primary goal of the ombudsman volunteers is to advocate for residents.

Responsibilities include:

- Visiting with residents and acquainting them with the ombudsman program,
- Receiving, investigating and referring complaints made by or on behalf of the residents,
- Following up on concerns or complaints,
- Recording visits, notes and complaints on the appropriate forms,
- Attending resident and family council meetings when asked,
- Maintaining a schedule of visits to assigned facilities,
- Attending ombudsman training meetings.

Certification Training is provided to volunteers by staff to assure knowledge of the ombudsman program before being assigned a facility.

Anyone interested in the Assistant Ombudsman Volunteer training or in learning more about the Ombudsman program please contact the Ombudsman at 208-667-3179 or toll-free 800-786-5536 x223 or by email at [OMB@aaani.org](mailto:OMB@aaani.org).

