

Restrictions/Conflict of Interest

Adapted from the King County, WA LTCOP by the Snohomish County, WA LTCOP

WHO TO CONTACT?

REGIONAL LONG TERM CARE OMBUDSMAN

(425) 388-7393

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Snohomish County Long Term
Care Ombudsman Program
2722 Colby Avenue, Suite 104
Everett, WA 98201

**You can make a
Difference . . .**

***Become a
VOLUNTEER***

***"Because dignity
and quality of life
are a right, not a
privilege. "***

***Snohomish County
Long Term Care
Ombudsman***

A person may not become an Ombudsman if there exists a conflict of interest that may compromise his/ her ability to be objective and neutral.

1. A person or member of the person's immediate family may not have a financial, fiduciary, or ownership interest in a long-term care (Itc) facility
2. A person may not be currently employed in a Itc facility nor can have worked for a Itc facility or organization within the last year
3. A person may not be assigned to work in any facility in which he/she or a family member resides
4. A person may not be assigned nor work in a Itc facility in which the person or an immediate family has been employed within the last three years
5. A person shall not use this position for financial benefit, either direct, indirect, or implied
6. A person shall not conduct or engage in political or religious activities at the Itc facility to which he/ she is assigned

YES, I WOULD LIKE MORE
INFORMATION ABOUT BECOMING A
VOLUNTEER OMBUDSMAN!

Name:

Address

:

Phone:

Please return to: Snohomish County Long
Term Care Ombudsman Program

2722 Colby Avenue, Suite 104

Everett, W A 98201

(425) 388-7393 Fax (425) 388-7304

Certified Long- Term Care Ombudsman Role

The mission of a certified volunteer with the Washington State Long- Term Care Ombudsman program is to provide residents of long term care facilities information about their rights, available resources, promote and protect their rights, dignity, safety and quality of life. As advocates, Long-Term Care (L TC) Ombudsmen obtain factual information about resident complaints and assist residents to address and resolve problems or concerns to their satisfaction.

A long term care Ombudsman educates residents about their rights in long term care facilities

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QUALIFICATIONS

Good communication skills, dedication to community service. interest in people, and an ability to confront challenging obstacles in order to resolve problems.

DUTIES

- Complete four days of comprehensive training
- Make a one year commitment to the program
- Spend an average of four hours per week volunteering
- Attend monthly in-service training sessions
- Submit monthly activity reports to the office

SPECIFIC DUTIES

- Visit with residents to identify complaints and concerns
- Educate residents about their rights and community services available to them
- Observe facilities for the implementation of resident rights
- Encourage self-advocacy and interaction between residents, staff, and community
- When a complaint is received investigate the facts of the complaint and work with the resident and provider to resolve it
- Work collaboratively with the residents in long term care facilities, the care providers and the Regional Long Term Care Ombudsman

VOLUNTEER

OMBUDSMAN

BENEFITS

- *Training in advocacy, resident rights, conflict resolution, communication, and negotiation*
- *Flexibility to work facility visits around your schedule*
- *Selection of a long-term care facility that meets your interests*
- *Make a difference in the lives of residents in long term care facilities*
- *Be part of a team of like-minded committed volunteers*
- *Subscription to "The Advocate": the LTC Ombudsman quarterly newsletter*

" . . . This program is often the one avenue (the institutionalized elderly) possess to assure that their needs and concerns are addressed- that they are provided quality care- and that they are afforded full rights and privileges under law."

*-Congressman Mario Biaggi,
Former Chairman, Select Committee
on Aging*