

Long-Term Care Ombudsman Program

Resident Directed Advocates

How do you pronounce it!?

Om·budz·man

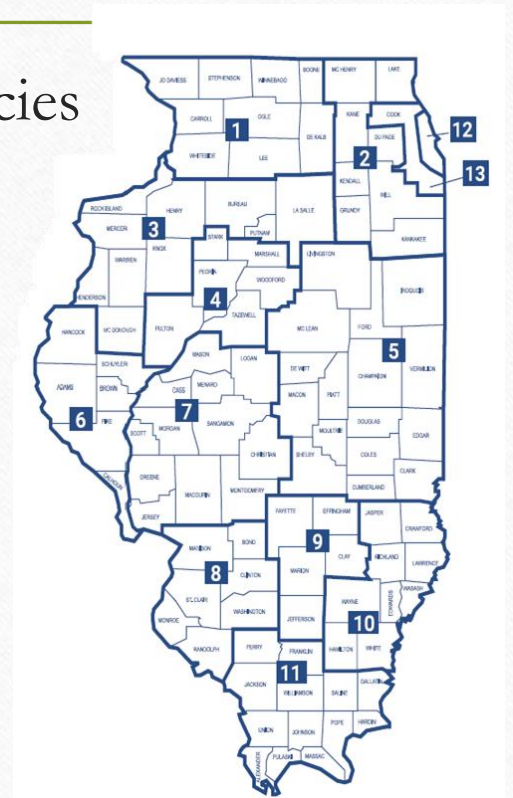
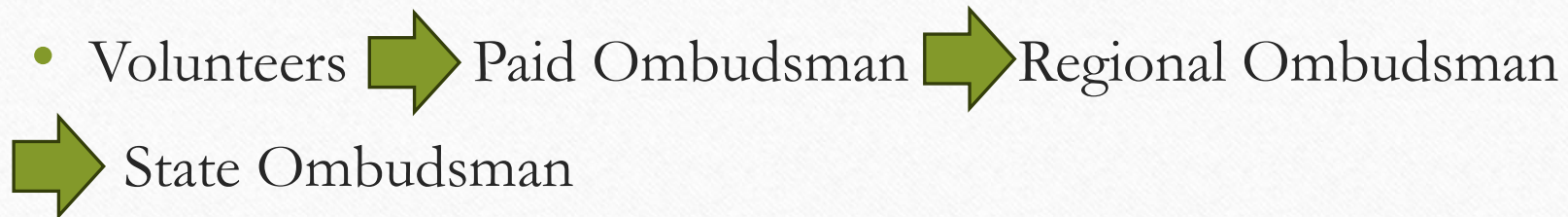
Swedish: Advocate for people.

Who we are

- Resident directed advocates.
- People who care about LTC Residents
 - Ensure quality care
 - Ensure quality of life

Our Structure

- State LTCOP grants funds to 17 local LTCOP provider agencies



Why do we need volunteers?

- Provide more visibility for the program
- Get to know the needs of each resident
- Better advocacy
- Increased presence
- Better homes

What we do

- Routine Visits
- Information and Assistance
- Attend Resident Council Meetings
- Community Education
- Advocate
- Document

Types of homes we visit

- Skilled Nursing (Nursing Homes)
- Assisted and Supportive Living
- ICF/DDs
- SMHRFs

- NOT: Independent Living, CILAs

What we expect from volunteers

- Complete training
- 1-2 hours a month in a care home.
- 1.5 hours of continuing education per month.

Requirements to be an ombudsman.

- Background check
- Free from Conflicts of Interest.
- 36 hours of training
 - 16 hours of webinars
 - 10 hours in the classroom
- 10 hours of shadowing a certified ombudsman
- 18 hours of continuing education annually

Next Certification Training

- Dates
- Location
- Registration due date

My Contact
