

# OMBUDSMAN VOLUNTEERS

Visit Long-Term Care

Facilities at least 3

hours a week to make

sure that residents get

the care and services

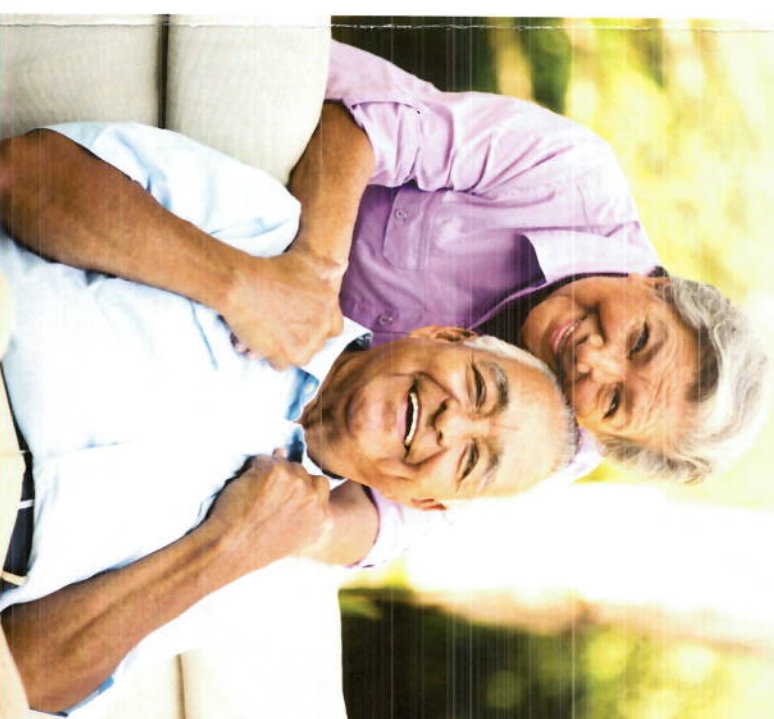
they have a right to.



[www.nmaging.state.nm.us](http://www.nmaging.state.nm.us)

**YOU CAN MAKE  
A DIFFERENCE.  
YOU CAN CHANGE  
A LIFE!**

**YOU CAN BE A  
VOLUNTEER  
OMBUDSMAN**



**LONG-TERM CARE  
OMBUDSMAN PROGRAM**

*Yes, I would like more information about becoming a volunteer Ombudsman.*

Phone \_\_\_\_\_

Address \_\_\_\_\_

Name \_\_\_\_\_

E-Mail \_\_\_\_\_

Mail to:  
Ombudsman Program  
PO Box 27118  
Santa Fe, New Mexico 87502-7118  
or call: 1-866-451-2901

# WHAT IS AN OMBUDSMAN?

An Ombudsman is an advocate for residents in long-term care facilities



## OMBUDSMEN USE MANY TOOLS IN PERFORMING THEIR JOB.

A FEW OF THESE TOOLS ARE:

**FRIENDLY VISITS** to develop trust and rapport with the residents.

**EDUCATION** to help residents, family members and facility staff understand the rights of residents.

Every state is required by federal law to have a Long-Term Care Ombudsman Program.

In New Mexico, the long-term care Ombudsman Program is part of the Aging and Long-Term Services Department.

Currently, about 15,000 New Mexicans live in long-term care facilities and as many as 50% of them do not receive regular visits from a friend or relative who could be on the alert to assure their quality of care and life. Ombudsman Volunteers are aware of this and make regular visits to residents to support and advocate for them.



## OMBUDSMAN VOLUNTEERS

- Receive extensive training and support from Coordinators
- Spend a minimum of 3 hours a week visiting residents
- Choose their schedule
- Get to know the residents and advocate for them
- Carry residents' complaints & concerns to the facility staff
- Encourage residents to be empowered
- Help improve the quality of life for residents
- Are Certified by the State of New Mexico

**BROKERING** to involve other agencies in resolving problems residents may have.

**NEGOTIATION and an array of communication skills** to help parties address their problems and concerns.



**DIPLOMACY** to set the tone for resolving differences.