



## CALL FOR VOLUNTEERS

### BECOME A VOLUNTEER OMBUDSMAN AND ADVOCATE FOR RESIDENTS IN NURSING AND ASSISTED LIVING HOMES

Imagine that you are living in a nursing home with strangers, and you are hundreds of miles away from family. You have concerns you want to tell the staff about, but they are so busy. You would like to tell them that you are missing some of your belongings and you do not understand what the new medication you are taking is, but the stroke you had makes your speech difficult to understand. **An Ombudsman can help you communicate what you need and advocate for you.**

Ombudsman is a Swedish word meaning “carrier of the message.” Ombudsmen assist families and their loved ones in long-term care facilities to advocate for their rights, resolve their concerns fairly, and maximize their quality of life. Ombudsmen are men and women who are trained and certified by the State of New Mexico to advocate for the rights of residents in nursing and assisted living facilities.

**Volunteering just 3 hours a week can make a world of difference in the lives of others.** Our team of Ombudsmen make close to 35,000 visits to over 300 nursing and assisted living homes in a year. They provide a friendly face, a listening ear, and a voice for vulnerable adults who might otherwise go unheard.



The Ombudsman Program is a division of New Mexico's Aging & Long-Term Services Department. **To learn more, please contact us:**

**1-866-451-2901**

**<http://www.nmaging.state.nm.us/omb-volunteering.aspx>**