



*Thank you for interviewing with us today!*

*We would like you to consider the following information. If you would like additional information, or clarification on anything we discussed today, please feel free to contact us.*

## **THE LONG-TERM CARE OMBUDSMAN PROGRAM**

The Long-Term Care Ombudsman program is an independent state agency that serves long-term care facility residents through complaint investigation, resolution and advocacy for improvement in resident care.

The services of the Long-Term Care Ombudsman program are at no cost and available to residents, families, and the general public. Ombudsmen respond to a wide variety of resident concerns, including problems with resident care, medications, billing, lost property, meal quality, evictions, guardianships, dignity and respect, and care service plans. The program serves residents in nursing facilities, residential care facilities, assisted living facilities, memory care facilities, continuing care facilities, and adult foster care homes.

## **VOLUNTEER CERTIFIED OMBUDSMAN RESPONSIBILITIES**

Certified Ombudsman Volunteers are independent citizen advocates who listen to and address the concerns of residents living in long-term care facilities. Respect for the residents, their privacy, and confidentiality is paramount. Residents determine the Ombudsman's level of involvement.

The most important requirements are compassion, respect for older and disabled adults, and common sense. A positive attitude, the ability to communicate effectively, listening and problem-solving skills are valuable. Training, ongoing supervision, and support are provided by the local Deputy Ombudsman.

### **Some of the key functions of a volunteer Certified Ombudsman:**

- Identify, investigate, and resolve complaints made by or on behalf of residents;
- Provide information to residents about long-term care services and their rights;
- Advocate for changes to improve residents' quality of life and care.

### **Ombudsmen do not:**

- Conduct licensing and regulatory inspections or investigations;
- Perform Adult Protective Services (APS) investigations; nor
- Provide direct care for residents.

### **An Ombudsman commits to:**

- 4 hours of time a week
- At least 1-year of service
- Attend monthly team meetings
- Complete necessary reports

## THE TRAINING EXPERIENCE

A five-day certification training is provided with each day scheduled from 10 a.m. - 3:00 p.m. Training includes classroom, self-study, and an in-facility visit. Attendees must be present for the full duration of the training to advance to certification. Training opportunities are scheduled throughout the state, and are based on applicant interest. If there are at least three qualified candidates in an area, we will try to arrange a training in that location. Check our website for scheduled training dates: [www.oltco.org](http://www.oltco.org)

### How does a resident contact their volunteer Certified Ombudsman?

Each facility is required to display the Office of the Long-Term Care Ombudsman informational poster. This poster displays a **volunteer's phone number**, along with the agency's 1-800 number. Additionally, volunteers are provided business cards which display the volunteer's phone number, along with an official State of Oregon identification badge.

### What does it mean when we say the Ombudsman is resident directed?

Residents' Rights are guaranteed by the federal 1987 Nursing Home Reform Law. The law requires nursing homes to "promote and protect the rights of each resident" and places a strong emphasis on individual dignity and self-determination. **This means that an Ombudsman advocates for a resident regardless of whether or not the choice the resident is making is considered good or bad for their health and/or well-being.** A Certified Ombudsman volunteer is not a "best interest" advocate, rather, we advocate for the resident's interests which may differ from staff, family, and your own personal views.

#### Natascha Adams & Carole Sebens

Volunteer Recruitment Specialists  
natascha.adams@oregon.gov  
971.600.6149

### What happens if a concern is brought to the Ombudsman from someone other than a resident?

If someone other than a resident contacts the Ombudsman with a complaint, then the Ombudsman will visit the resident to see if the resident has similar concerns and wants to pursue the complaint. The Ombudsman will explain the role of the program, the complaint investigation process, and share information about residents' rights. Many residents, even residents with dementia, are able to express their wishes. If the resident wants the Ombudsman to act on the complaint or issue, the Ombudsman will investigate the complaint, and continue to communicate with the resident throughout the investigation process. If the resident cannot provide consent the Ombudsman will work with the resident's representative or follow program policies and procedures if the resident does not have a representative.

#### NEXT STEPS:

1. We will check your references.
2. Criminal Records Check is processed.
3. R&S Screening committee will review all information and make a recommendation.
4. You will be notified of the decision.
5. After completing the training and assessment, you will be assigned to a facility and begin your work.



I'M NOT JUST AN  
OMBUDSMAN

...

I'M ALSO YOUR  
NEIGHBOR

I want to encourage you to contact me if you have any complaints or concerns.

A pandemic will not stop me from advocating for you!

I can be reached by phone or email.

[Name]

[Phone]

**OMBUDSMAN  
PHOTO**



**The Office of the Long-Term Care Ombudsman**

3855 Wolverine NE, Suite 6, Salem OR 97305

(800) 522-2602 | [www.oltco.org](http://www.oltco.org)

Oregon's citizens living in long-term care facilities deserve quality care. Residents should enjoy freedom from abuse and neglect, and the ability to make choices about their care.

An Ombudsman is a trained advocate, who gives voice to concerns and issues raised by long-term care residents.

Ombudsmen protect individual rights, enhance quality of life, improve care, and promote the dignity of residents.

**Our services are free and confidential.**

## OMBUDSMAN PHOTO



# LOOKING FOR AN ADVOCATE?

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Call Your Ombudsman Today!

Name:

Phone:



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OREGON  
LONG-TERM CARE  
OMBUDSMAN



#lovefromadistance





**Oregon's Long-Term Care  
Certified Ombudsman  
volunteers are working from  
home during the pandemic  
and are available to help.**

An Ombudsman is an **advocate**, someone who will speak up, ask questions, and assist you or your loved one living in a long-term care facility. We will help you understand your rights and make sure you are getting the best possible care. We're happy to help, and our service are **free** and **confidential**.

Our volunteers work to protect individual rights, enhance quality of life, and promote the dignity of residents living in long-term care facilities by:

- Talking with residents regarding concerns
- Investigating concerns and complaints
- Advocating for resolution

## **VOLUNTEERS NEEDED!**

**Trainings in January  
and March 2021**



**To learn about volunteering, or to report a concern,  
call 800-522-2602 or visit [www.oltco.org](http://www.oltco.org)**