

You Can Make a Difference in Someone's Life Today!

- ✓ Help to investigate and report problems or complaints about care or services received in a long-term care facility
- ✓ Share information and provide consultation to family members and the public on long-term care issues
- ✓ Work with facility staff, community organizations, resident and family councils, and advocacy groups to ensure that Hawaii's kupuna receive quality long-term care



Volunteer to be an Ombudsman Today

WHY VOLUNTEER?...

"You make a living by what you get. You make a life by what you give."

~ Winston Churchill

Credentialed volunteers are trained to assist the State Long-Term Care Ombudsman to protect the rights of residents

To learn more or request an application, call (808) 586-7291 or email lynn.niitani@doh.hawaii.gov



Be a voice for Hawaii's kupuna residing in a long-term care setting

Long-Term Care Ombudsman Program

Hawaii Department of Health
Executive Office on Aging
250 S. Hotel St., Ste. 406
Honolulu, Hawaii 96813-2831
(808) 586-0100
health.hawaii.gov/ea/



WHO IS THE STATE LONG-TERM CARE OMBUDSMAN?

The Long-Term Care Ombudsman protects the human and civil rights of long-term care residents.

The responsibilities of the Long-Term Care Ombudsman are established by federal and state statutes.

The Long-Term Care Ombudsman responds to complaints and problems of residents in a long-term care facility.

Facilities include but are not limited to:

- Licensed nursing home
- Adult residential care home
- Assisted living facility
- Community care foster family home
- Other long-term care settings as required by law

Services are FREE and statewide.



HAWAII LONG-TERM CARE
OMBUDSMAN
SOMEONE WHO CARES

Call (808) 586-7268 for
John McDermott, the
Long-Term Care
Ombudsman

RESIDENTS HAVE THE RIGHT TO:

- Be treated with respect and dignity
- Be free from chemical and physical restraints
- Manage their own finances
- Voice grievances without fear of retaliation
- Associate and communicate privately with any person of their choice
- Send and receive personal mail
- Have their personal medical records kept confidential
- Apply for state and federal assistance without threats or discrimination
- Be fully informed prior to admission of their rights, services available, and any changes
- Be given advance notice of transfer or discharge
- Not be humiliated, harassed, or threatened

For a full list of Resident's Rights visit:
ltcombudsman.org/issues/residents-rights

WOULD I BE A GOOD VOLUNTEER?

- Are you at least 21 years or older?
- Do you enjoy talking to kupuna?
- Are you a patient and compassionate listener?
- Are you unafraid of speaking out for others?

WHAT WOULD I DO?

- Receive comprehensive training and on-site mentoring with the long-term care ombudsman to receive formal designation
- Participate in monthly peer learning by sharing case reviews and discussing strategies
- Identify and report concerns or issues monthly to ensure that residents receive appropriate care and are satisfied

Our mission is to protect the human and civil rights of Hawaii's aging population who reside in licensed long-term care settings through the provision of culturally sensitive advocacy.