

What is an Ombudsman Volunteer?



Ombudsman Volunteers are people from different backgrounds & experiences who are strong advocates for others



Ombudsman Volunteers make regular visits to residents of nursing homes and assisted living facilities to ensure resident rights & dignity are respected



Ombudsman Volunteers provide much needed connection & support for thousands of New Mexicans living in long-term care facilities



Be a Resident-Directed Advocate

HELP PEOPLE GET THE QUALITY OF CARE THEY DESERVE

Visit nursing home and assisted living residents for 3 hours a week

Advocate for resident rights, health, safety & welfare

Be a voice for residents!



CALL US TODAY
1-866-451-2901



2550 Cerrillos Road
Santa Fe, NM 87505



NEW MEXICO
AGING & LONG-TERM
SERVICES DEPARTMENT



Long-Term Care Ombudsman Program: Volunteers

YOU CAN MAKE A DIFFERENCE!

What tools do Ombudsman use to advocate?

FRIENDLY VISITS

To develop trust & rapport with residents

EDUCATION

To promote the rights of residents

COLLABORATION

To involve others in resolving issues to the satisfaction of the resident

DIPLOMACY

To set the tone for resolving differences

COMMUNICATION

To listen and to give voice to the residents' concerns



Residents need you today!

Improving the standard of long-term care affects everyone, and protects the quality of life for people across New Mexico

As many as 50% of residents in long-term care facilities do not have regular visitors

Ombudsman Volunteers ensure the voices of all residents are heard

Ombudsman Volunteers are strong resident-directed advocates who work alongside residents and their advocates to preserve resident rights: freedom, privacy, fairness, and self-determination



You can be an Ombudsman Volunteer!

- Receive extensive training & certification from the State of New Mexico
- Receive guidance & support from the Long-Term Care Ombudsman Regional Coordinators
- Choose your schedule, spending a minimum of 3 hours a week getting to know residents
- Advocate for the residents' desired outcomes and resolutions to issues
- Voice residents' complaints and concerns to the facility staff
- Encourage residents to be empowered by their rights
- Improve the quality of life for residents of long-term care facilities