

# What is an Ombudsman Volunteer?



Ombudsman Volunteers are people from different backgrounds & experience 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



# Be a Voice for Residents

## 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!

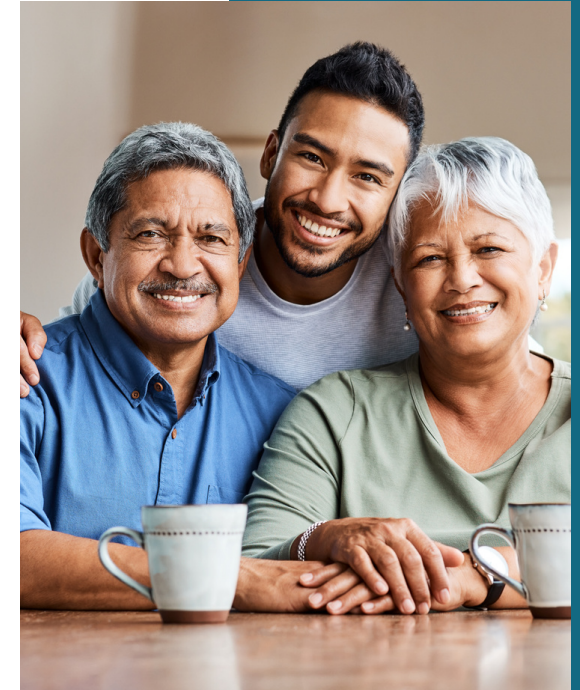


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NEW MEXICO  
AGING & LONG-TERM  
SERVICES DEPARTMENT



# Long-Term Care Ombudsman Program

YOU CAN MAKE A DIFFERENCE!

# What tools do Ombudsmen 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 the 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