

## 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

## Help people get the quality of care they deserve



### VISIT WITH RESIDENTS

Spend time with New Mexicans living in nursing homes and assisted living facilities for 3 hours a week



### ADVOCATE FOR RIGHTS

Help ensure New Mexicans' rights, health, safety and welfare are protected



### USE YOUR VOICE

Call us and find out how you can use your voice to make a difference in New Mexicans' lives



866 - 451 - 2901  
2550 Cerillos Road  
Santa Fe, NM 87505



## LONG-TERM CARE OMBUDSMAN PROGRAM

**BECOME AN ADVOCATE!**



## 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 Advocate!



### 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

- 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' desire 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