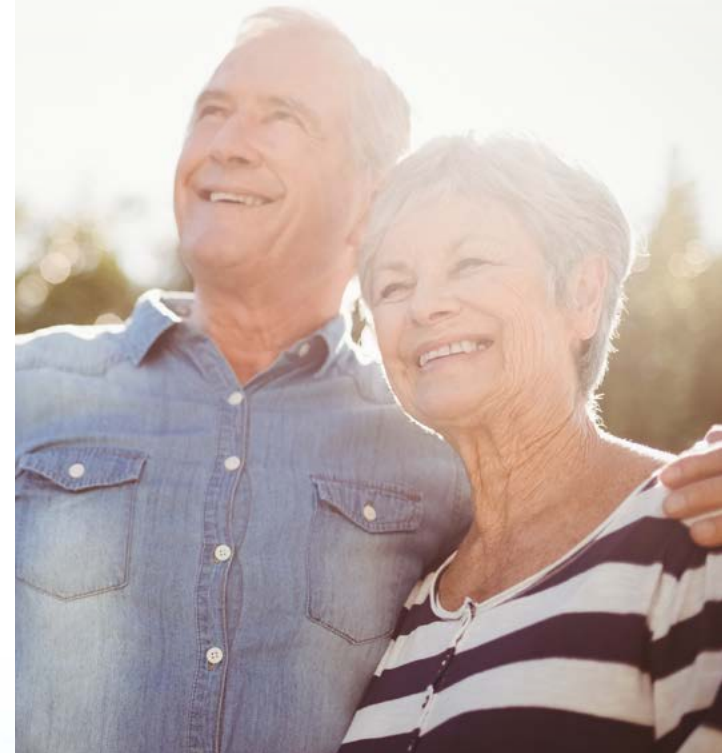


**YOU CAN MAKE
A DIFFERENCE.
YOU CAN CHANGE
A LIFE!**

**YOU CAN BE A
VOLUNTEER
OMBUDSMAN**



**LONG –TERM CARE
OMBUDSMAN PROGRAM**

OMBUDSMAN VOLUNTEERS

**Visit Long-Term Care
Facilities at least 3
hours a week to make
sure that residents get
the care and services
they have a right to.**



www.nmaging.state.nm.us

Yes, I would like more information about becoming a volunteer Ombudsman.

Name _____

Address _____

Phone _____ E-Mail _____

Mail to:
Ombudsman Program
PO Box 27118
Santa Fe, New Mexico 87502-7118
or call: 1-866-451-2901

WHAT IS AN OMBUDSMAN?

An Ombudsman is an advocate for residents in long-term care facilities



Every state is required by federal law to have a Long-Term Care Ombudsman Program.

In New Mexico, the long-term care Ombudsman Program is part of the Aging and Long-Term Services Department.

Currently, about 15,000 New Mexicans live in long-term care facilities and as many as 50% of them do not receive regular visits from a friend or relative who could be on the alert to assure their quality of care and life. Ombudsman Volunteers are aware of this and make regular visits to residents to support and advocate for them.

OMBUDSMEN USE MANY TOOLS IN PERFORMING THEIR JOB.

A FEW OF THESE TOOLS ARE:

FRIENDLY VISITS to develop trust and rapport with the residents.

EDUCATION to help residents, family members and facility staff understand the rights of residents.

BROKERING to involve other agencies in resolving problems residents may have.

MEDIATION and an array of communication skills to help parties address their problems and concerns.

DIPLOMACY to set the tone for resolving differences.



OMBUDSMAN VOLUNTEERS

- Receive extensive training and support from Coordinators
- Spend a minimum of 3 hours a week visiting residents
- Choose their schedule
- Get to know the residents and advocate for them
- Carry residents' complaints & concerns to the facility staff
- Encourage residents to be empowered
- Help improve the quality of life for residents
- Are Certified by the State of New Mexico