

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

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



800 - 432 - 2080
2550 Cerrillos 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 others to preserve resident rights: freedom, privacy, fairness, and self-determination.



You can be an Ombudsman Advocate!



What tools do Ombudsmen use to advocate?



FRIENDLY VISITS

To develop trust & build 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' 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