



Becoming an Ombudsman Volunteer

The NYS Ombudsman Program certifies volunteer ombudsmen after attending a 36-hour training program. The Ombudsman will be assigned to a facility, spending only 2-4 hours a week, to ensure that the rights of the residents are protected.

Notes _____

For more information about volunteering for the Ombudsman Program anywhere in Herkimer, Madison, Oneida, and Otsego Counties, please contact:

Resource Center for Independent Living (RCIL)

409 Columbia Street
Utica, NY 13503
315-797-4642 or
toll-free at 1-800-627-2981
www.rcil.com



For other volunteer opportunities with RCIL, contact our Volunteer Coordinator at 315-272-2977

Patient Care Hotline

to report physical abuse, mistreatment, or neglect. 1-888-201-4563

Nursing Home Information:

www.health.state.ny.us

Programs supported by: the Oneida County Office for Aging and Continuing Care, NY State Office for the Aging, Federal Older Americans' Act funding, and RCIL.

Volunteering as a Long Term Care OMBUDSMAN



Educating, Empowering, and Advocating for the rights of long-term care residents



**Office of the State
Long Term Care
Ombudsman**

What is an Ombudsman?

Long Term Care Ombudsmen are advocates for residents of skilled Nursing and Assisted Living Facilities. They work to resolve problems and improve the care of individual residents, while working to bring about change at the local, state, and national levels to improve care.

Ombudsmen Volunteers are certified by the NY State Office for the Aging. All services are confidential and free of charge.

The Herkimer/Madison/Oneida/Otsego County Ombudsman Program is administered through the Resource Center for Independent Living (RCIL).

The Reform Act of 1987

The Nursing Home Reform Act of 1987 requires each nursing home to “care for its residents in such a manner and in such an environment as to promote maintenance and enhancement of quality of life for each of the residents.”

An Ombudsman

- **Will advocate** to ensure the highest quality of care for residents of long term care facilities.
- **Will mediate** conflicts between residents, their families and staff in order to develop collaborative solutions, resolve problems and meet challenges.
- **Will investigate** complaints and make appropriate referrals.
- **Will analyze**, comment on and monitor the development and implementation of Federal, State and local laws pertaining to the residents of long term care facilities.
- **Will educate** residents, family members and staff about resident's rights and available resources.



Support

Residents have the right to:

- Dignity, respect and a comfortable living environment
- Quality of care and treatment without discrimination
- Freedom of choice to make their own, independent decisions
- The safeguard of your property and money
- Safeguards in admission, transfer and discharge
- Privacy in communications
- Participate in organizations and activities of their choice
- An easy to use and responsive complaint procedure
- Exercise all of their rights without fear of reprisals