

# Becoming an Ombudsman Volunteer

NYS Ombudsman Program Volunteers are certified by the Office of the State Long Term Care Ombudsman.

The training consists of a 36-hour certification training program which includes pre and post facility visits. The Ombudsman are then assigned to a facility, spending 2-4 hours a week, to ensure that the rights of the residents are protected.

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

## Resource Center for Independent Living

(RCIL) 131 Genesee St

Utica, NY 13503

**315-272-1872**

or

[www.rcil.com](http://www.rcil.com)



Office of the State  
Long Term Care  
Ombudsman

## Nursing Home Information:

[www.aging.ny.gov](http://www.aging.ny.gov)

[www.health.state.ny.us](http://www.health.state.ny.us)

Programs supported by: NY State  
Office for the Aging, Federal Older  
Americans' Act funding, and  
LIFE @ RCIL.

Herkimer, Madison,  
Oneida & Otsego County

## Volunteering as a Long-Term Care OMBUDSMAN



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



**LIVING INDEPENDENTLY  
IS FOR EVERYONE**



Office of the State  
Long Term Care  
Ombudsman

# NYS Long-Term Care Ombudsman Program advocating for Residents

## What is a Long-Term Care Ombudsman?

Long Term Care Ombudsmen give a voice to residents living in Long-Term Care facilities.

They work to resolve problems and improve the care of individual residents, while working to bring about systemic change at the local, state, and national levels to improve care.

Ombudsmen Volunteers are certified by the Office of the State Long Term Care Ombudsman.

The Region 9 Ombudsman Program is administered through the Resource Center for Independent Living (RCIL). Covering Herkimer/Madison/Oneida and Otsego Counties.

All services are confidential and free.

**OMBUDSMAN PROGRAM MISSION** To serve as an advocate and resource for older adults and persons with disabilities who live in long-term care facilities.

## Residents have the right to:

- *Be treated with dignity and respect.*

- *Live in a comfortable homelike environment*

- *Receive quality of care and treatment without discrimination*

- *Freedom of choice to make their own, independent decisions*

- *The safeguard of their personal property*

- *Safeguards in admission, transfer and discharge*

- *Privacy in communications*

- *Participate in groups and activities of their choice*

- *An easy to use and responsive facility complaint procedure without fear of reprisal*

## Support



*An Ombudsman will:*

- **Advocate** to ensure the highest quality of care for residents of long-term care facilities.

- **Work** to mediate and resolve conflicts on behalf of the residents to develop collaborative solutions, resolve problems and meet challenges.

- **Listen** to and investigate complaints and make appropriate referrals.

- **Analyze**, comment on, and monitor the development and implementation of Federal, State and local laws pertaining to the residents of long-term care facilities.

- **Educate residents**, family members and staff about resident's rights and available resources.