



# Ombudsman

(Om'-budz-man): One who speaks on behalf of another.



## Ombudsman Advocate

One who helps ensure the voices of long-term care facility residents are heard.



## Participating Counties

- Cass
- Dodge
- Douglas
- Sarpy
- Washington

The Ombudsman Advocate Program is sponsored by the Eastern Nebraska Office on Aging and the Nebraska State Ombudsman Program

For more information, contact the:  
Ombudsman Advocate Program  
Eastern Nebraska Office on Aging,  
4780 South 131st Street  
Omaha, Nebraska 68137  
**402-444-6536 or 888-554-2711**



**ENOA**



# Ombudsman Advocate

A Division of ENOA

## Volunteer Program

*Guiding residents of long term care facilities through the maze to quality care*



## What is an Ombudsman Advocate?

An Ombudsman Advocate is a volunteer who helps residents in nursing homes, and assisted living communities. They seek to resolve issues and concerns residents may have. Advocates use mediation and negotiation skills when resolving problems.

While an Ombudsman Advocate's primary role is to help residents help themselves, at times he or she may be asked to speak on behalf of the resident.

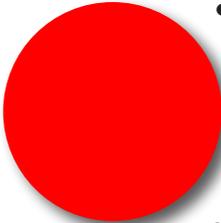
## The Ombudsman Advocate...

- Communicates regularly with residents.
- Establishes a relationship of trust with residents.
- Listens to residents' concerns.
- Keeps all information confidential.
- Encourages residents to speak for themselves.
- Seeks to resolve residents problems within a facility.
- Helps protect residents' rights.
- Educate seniors to prevent healthcare fraud.

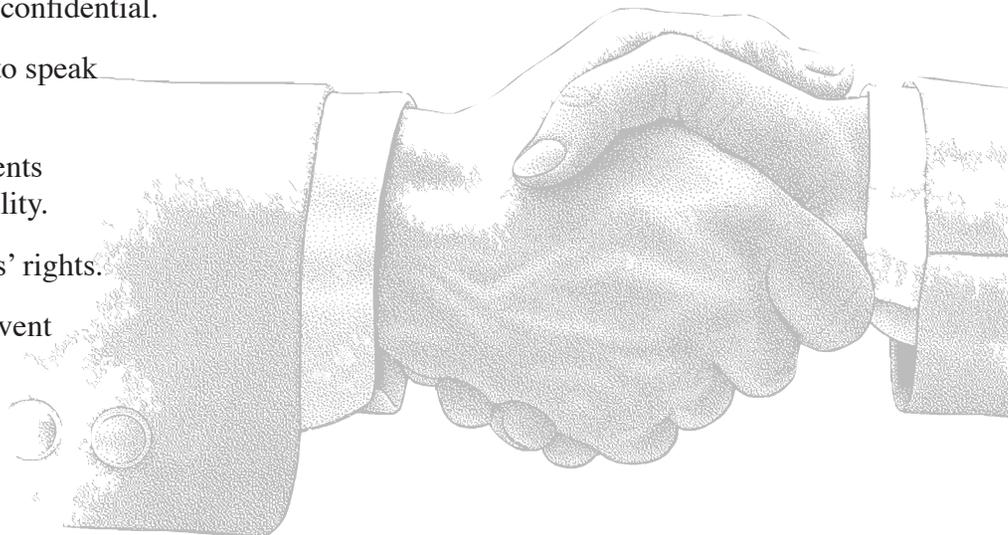
## Everybody Benefits...

Residents, families, and staff of long-term care facilities can all benefit significantly from the Local Ombudsman Advocate Program.

This program helps ensure that residents enjoy the best possible quality of life by promoting, protecting, and providing education on the rights of residents. These rights include:

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- *Privacy*
  - *Autonomy*
  - *Respect*
  - *Individuality*

There are many other issues relating to the quality of life of the frail elderly and disabled citizens who reside in long-term care facilities.



## Requirements...

- Completing 20 hours of class room training prior to certification as an Ombudsman Advocate.
- Twelve hours of additional training every two years are required for recertification.
- Completing a three-month probationary period prior to certification as an Ombudsman Advocate.
- Serving at least three hours per week in the performance of duties, including at least two hours per week at the assigned long-term care facility.
- Completing and submitting reports to the local Ombudsman Advocate Program Coordinator.
- Following the Ombudsman rules of confidentiality.
- Good verbal, and listening skills.
- Freedom from known conflict of interest.

## Training Subjects Include...

- Residents' rights.
- Complaint investigation techniques.
- Federal, state, and local laws, regulations and policies governing long-term care facilities in Nebraska.
- Communication skills.
- The Aging Process.
- Surrogate decision making.
- Medicare and Medicaid.