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.

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

Participating Counties:
Cass
Dodge
Douglas
Sarpy
Washington

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

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:

- **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.

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## Everybody Benefits...

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## 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.