

WHEN TO CONTACT AN OMBUDSMAN

Prior to Placement

- To help determine the type of care needed
- To verify facility state surveys
- To check methods of payments accepted

After Placement

- To discuss individual facility policies and procedures
- To file a complaint/grievance
- Upon notice of an involuntary transfer or discharge
- To discuss Advanced Directives and DNR forms
- To discuss federal and state laws and regulations

Volunteer and Put Your Concern to Work for Others

Start by completing and mailing this form, or contact our offices to attend the next 2-Day Training Session.

Yes, I would like to be an OMBUDSMAN

Volunteer, please send me an application!

Yes, I would like more information about the Ombudsman Program!

Please contact me about a speaker for my group.

Name: _____

Address: _____

City: _____ Zip: _____

Phone: _____



RETURN FORM TO:
LTC OMBUDSMAN PROGRAM
Areawide Aging Agency
4101 Perimeter Center DR, # 310
Oklahoma City, OK 73112

Fax: (405) 942-8535

www.areawideaging.org

Long-Term Care Ombudsman Program

Serving Canadian, Logan, Cleveland, and Oklahoma Counties



Areawide Aging Agency

(405) 942-8500

THE OMBUDSMAN PROGRAM

- The Ombudsman Program serves residents in nursing homes, residential care facilities, and assisted living centers.
- An Ombudsman has the authority to explore problems and recommend corrective action.
- The Ombudsman Program is supported by volunteers committed to improving the quality of life for residents in long-term care facilities.
- Ombudsman work is to improve the quality of care and life, and assist in protecting residents' rights in long-term care facilities.
- The Ombudsman volunteers are supported by supervisors which provide training in problem solving, communication skills, regulations, and the process of aging.

Legal Authority

The Oklahoma Long Term Care Ombudsman Program is administered by the Aging Services Division of the Department of Human Services under the authority of the Older Americans Act and the Oklahoma Long Term Care Ombudsman Act.

Residents Have Rights

- Ample fluid within reach
- Examine Medical Records
- Appropriate Health Care
- Health Department survey results
- Choice of Physician
- Sufficient staff for quality of care
- Receive proper assistance devices
- Security of personal belongings
- Receive unopened mail
- Choice of routine activities
- Adequate lighting for room activities
- No physical or mental restraints
- To refuse medical treatment
- Free from physical metal abuse
- Plus others

To be an Ombudsman Volunteer you must:

- Have a concern about older persons.
- Be able to work with many types of people.
- Be willing and able to follow problems to their resolution.
- Be able to accept training and supervision.
- Be able to spend at least 2-4 hours a week in the program.
- Be free from conflicts of interest.

**For questions or concerns, contact an Ombudsman at Areawide Aging Agency
(405) 942-8500**