



Long-Term Care Ombudsman Community Advocate FAQs

WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

Ombudsmen are advocates for residents of long-term care facilities (LTFs), often providing a voice for vulnerable adults who might otherwise go unheard. Every state is required by federal law to have a Long-Term Care Ombudsman Program (LTCOP) to resolve problems related to the health, safety, welfare and rights of individuals who live in facilities. In New Mexico, the LTCOP is part of the Aging and Long-Term Services Department.

WHAT IS A LONG-TERM CARE OMBUDSMAN COMMUNITY ADVOCATE?

Long-Term Care Ombudsman Community Advocates are a critical partner of the LTCOP. They bring observations of potential abuse, neglect, exploitation or other concerns about residents of LTFs to the attention of the Ombudsman.

WHAT IS A LONG-TERM CARE FACILITY?

Long-term care facility (LTF) refers to a nursing facility or assisted living facility. If Community Advocates have any concern about a LTF where care is provided, they should not hesitate to notify the LTCOP or the Ombudsman Regional Coordinator.

WHO IS THE OMBUDSMAN REGIONAL COORDINATOR?

Regional Coordinators are a dedicated group of certified Ombudsmen and Ombudsman volunteers who visit LTFs, advocate on behalf and alongside residents, and investigate complaints related to resident rights. Regional Coordinators are assigned to regions of the state and will be the person to respond to the concerns brought forward by the Community Advocates.

WHEN DO COMMUNITY ADVOCATES REACH OUT TO THE OMBUDSMAN REGIONAL COORDINATOR?

When a Community Advocate notices a pattern that may be abuse, neglect, exploitation or violation of LTF resident rights and dignity, they should call the LTCOP with their observations. Regional Coordinators investigate these complaints and work to ensure residents receive the outcomes and quality of care they deserve.



1-866-451-2901



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Resident Rights

YOU HAVE THE RIGHT TO:

FREEDOM

- Be free from physical or chemical restraints
- Be free from physical & emotional abuse, neglect and financial exploitation
- Be free from unjustified room changes & discharge from this facility
- Participate in religious, social, & community activities and in a residents' council
- Come and go from the facility without unfair restriction
- Freely voice complaints to staff, public officials, or any other person and have your complaints promptly addressed by the facility

FAIRNESS

- Be treated with respect
- Be free from discrimination of any kind
- Live in a safe and clean environment
- Be clean, be served appetizing & nutritious meals and be given help when you need it
- Receive written information about your rights, your benefits, & the facility's current services, policies and fees

PRIVACY

- Keep & use your personal belongings without loss or damage
- Private, confidential medical care & records
- Personal privacy, including private visits, phone conversations & mail
- Communicate privately & freely with any person

SELF-DETERMINATION

- Accept or refuse medical treatment
- Understand & participate in the plan for your care & treatment
- Choose your own health care providers
- Make your wishes known through legal documents
- Be given all information about your medical condition and health
- Be given information about your eligibility for benefits
- Manage your own finances or be informed about them when others manage them for you
- Organize and participate in a resident association

