

Ombudsman



Assistance. Advocacy. Answers on Aging.

What is an Ombudsman?

- A person who protects the civil and human rights of elderly persons in long-term care facilities
- A problem solver and mediator
- A resource
- An objective investigator of complaints

Who can use the Ombudsman?

- Residents of nursing homes and assisted living facilities
- Friends and relatives of residents
- Staff members of facilities
- The community at large

What can the Ombudsman do for you?

- Provide a place where the long-term care resident or family can discuss a problem or receive assistance
- Help long-term care residents obtain appropriate legal, social, recreational, physical and emotional services necessary for quality-of-life

- Help long-term care staff meet the needs of those who use their facilities
- Educate the community about the long-term care system
- Identify gaps in services provided, report findings and help achieve equitable solutions
- Advocate for needed improvements in legislation and policies affecting long-term care

When do you use the Ombudsman?

- To report a problem or concern
- To learn more about the Colorado Ombudsman Program
- To request training assistance
- To seek information about long-term care facilities

or questions about...

- Medical coverage
- Resident rights
- Transfer and discharge issues

Your resident rights

- To exercise your rights as a citizen
- To voice grievances without fear of reprisal
- To be free from mental and physical abuse and from chemical and physical restraints
- To be discharged or transferred only for medical reasons, your own welfare or that of others, or for non-payment
- To have privacy in care and treatment and to associate and communicate privately with persons of your choice
- To participate in religious, social and community activities
- To participate in resident council
- To participate in planning your care and treatment
- To manage your personal and financial affairs
- To make choices and independent decisions
- To keep and use personal belongings as space permits



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Weld County Area Agency on Aging

Protecting
Resident
Rights

Ombudsman



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Weld County Area Agency on Aging
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*Funding is provided by the Older Americans Act,
Medicaid and donations.*



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