

Community Connect

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Formerly the Volunteer Center of Riverside County

Connecting People in Need With Those Who Can Help

Long-term Care Ombudsman Fact Sheet

What is the Long-term Care Ombudsman (Ombudsman) program?

Long-term Care Ombudsman (Ombudsman) is a free and confidential service that maintains and improves the quality of life for residents in long-term care facilities throughout Riverside County. Ombudsman has been a program of Community Connect since 1985.

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How does Ombudsman work?

Long-term Care Ombudsman trains community volunteers to objectively investigate and resolve problems of residents in nursing homes and board and care homes. At its core, Ombudsman is a grassroots program based on human kindness and the belief that all individuals have basic human rights and comforts that should be provided.

Who does Ombudsman help?

The Ombudsman program helps a variety of individuals including:

<i>Residents of Care Facilities</i>	<i>Participants of Adult Day Health Care Centers</i>
<i>Members of a Seniors Family</i>	<i>Staff Members of Long-Term Care Facilities</i>
<i>Concerned Citizens</i>	<i>Government & Private Agencies</i>

What kinds of concerns or questions can Ombudsman help with?

The Ombudsman program can help resolve your concerns and questions about:

<i>Quality of Care</i>	<i>Proper Placement Cost</i>	<i>Financial Problems</i>
<i>Food & Nutrition</i>	<i>Meaningful Activities</i>	<i>Medical Care</i>
<i>Resident's Rights</i>	<i>Therapy & Rehabilitation</i>	<i>And more</i>

How can I support the Long-term Care Ombudsman program?

• Volunteer

Ombudsman is in need of committed volunteers dedicated to preserving dignity and quality of life of the elders in Riverside County. Volunteers must possess critical thinking skills, remain independent and neutral while exploring problems and be able to dedicate 25 hours per month the work of the Long-term Care Ombudsman program. Contact Ombudsman about volunteer training and opportunities today.

• Donations

Ombudsman relies on funding from grants and the generous contributions from individuals across Riverside County. Consider a donation to Ombudsman to help them continue to connect individuals with those who can help.

Additional Statistics

Last year, Long-term Care Ombudsman safeguarded the elderly with nearly 7,600 visits to skilled nursing facilities.

Long-term Care Ombudsman Contact Information

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