

1101 Marsh Rd
Susre Fregeau
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- * The Long-Term Care Ombudsman Program was created in the mid-1970's to advocate for the rights and needs of long term care residents. We operate in all 50 states, and
- * every state has an Office of the State LTC Ombudsman to guide statewide efforts.
- * In California, there are 35 local Ombudsman programs that collectively cover all counties in the state

Our mission is to advocate for the dignity, quality of life, and quality of care for all residents in long term care facilities.

- Long term care settings include
 - ◆ 6 skilled nursing facilities (Humboldt/Del Norte Counties)
 - ◆ 17 residential care facilities for the elderly

In Humboldt and Del Norte Counties there are over 1106 long term care licensed beds. The Certified Volunteer's provided over 247 hours (at \$27.59 per hour, a rate suggested by Independent Sector for California, or \$6,814.73 in the past three months)

- By 2030, one in five Americans is projected to be 65 and over

The Six Core Elements of LTC Ombudsman Programs

1. Receive, investigate and resolve complaints
2. Ensure a regular presence at LTC facilities
3. Address patterns of poor practice
4. Maximize community awareness and involvement
5. Influence public policy
6. Ensure effective program administration

Our services include:

- ❖ Regular visitation of every facility by a state certified Ombudsman
- ❖ Witnessing of Durable Powers of Attorney for Health Care Participation in resident councils and family councils
- ❖ Tracking of facility trends
- ❖ Analysis of facility practices and resident issues to identify patterns of poor practice over time
- ❖ Training of long term care facility staff on a broad range of issues
- ❖ Coordination with other agencies (law enforcement, Community Care Licensing, Adult Protective Services, Department of Health Services, and other agencies)
- ❖ Information and assistance to the public on long term care issues and trends
- ❖ Educational presentations for residents, families, community organizations, and others
- ❖ Media campaigns to promote community awareness and involvement

- ❖ Track and comment on proposed changes in state and federal laws, regulations, and policies affecting the Ombudsman program and the residents it serves
- ❖ Coordination with state level agencies
- ❖ Education of policy makers on systemic issues facing long term care residents

Challenges for residents include:

*Abuse and neglect
Residents Rights
Adequate Staffing
Access to Information
Quality of Care
Safety
Financial Protection
Nutrition*

The Long-Term Care Ombudsman Program provides highly effective, efficient, important services to protect and advocate for hundreds of thousands of our most vulnerable adults.

If you want to support our seniors and disabled living in local nursing homes or assisted living facilities please contact our local office: Suzi Fregeau 707-269-1330