



LONG-TERM CARE Ombudsman Program

- Advocates on behalf of nursing home residents and their families
- Mediates and negotiates when problems or grievances occur
- Helps families understand the laws and policies of the long-term care system

If you need an Ombudsman,
or wish to volunteer
to become a trained,
NYS certified Ombudsman

Call Lifespan
(585) 244-8400
ext. 114
in Monroe County

(800) 454-5030
in Genesee, Livingston, Ontario,
Seneca, Wyoming and Yates counties,
weekdays 8:30 a.m.–4:30 p.m.

Lifespan provides information, guidance and services that help older adults take on both the challenges and the opportunities of longer life.

Eldercare Services

Care management through Eldersource*
CheckIt!, a bill payer service
In-home financial management assistance
Guidance on financing long-term care related to Medicare & Medicaid
Guidance on Medicare & Medicare Part D
Elder abuse prevention & scam intervention/education
Home modification for fall prevention
Advocacy for nursing home residents
Geriatric addictions program
Service Coordination for older adults with developmental disabilities
Day habilitation for older adults with developmental disabilities
Future Care Planning for persons with disabilities**
Home Energy Assistance Program (HEAP)
Guardianship for incapacitated older adults

Employment & Volunteerism

Job placement assistance for women re-entering the workforce
Job training for low income adults (55 and older)
Volunteer placement for adults (55 and older) in area non-profits
Give-a-Lift: Volunteer placement for drivers

Training & Education

Workshops in aging issues
St. John Fisher Geriatric Certificate Program
Elder Aware training for businesses

American Sign Language Interpreting

Wolk Older Adult Center at Lifespan Downtown

Lily Café at Maplewood YMCA
Meals, recreation, education, socialization

*in partnership with Catholic Family Center

**in partnership with the Al Sigl Community of Agencies and Arc of Monroe County.

Se habla Español.



1900 South Clinton Avenue
Rochester, New York 14618
(585) 244-8400 ■ www.lifespan-roch.org



LONG-TERM CARE Ombudsman Program

Om•buds•man: (noun) a trained volunteer, an independent advocate for residents of nursing and adult homes, a problem solver, a protector of residents' rights, a friend.



Our Goal is Quality Care

Each of us has the same needs: adequate food, clothing, shelter; self-respect and the respect of others. Yet, many residents of nursing and adult homes are frail older adults living with impairments that make it difficult or impossible for them to voice their needs. They must rely on the institution to provide quality care. Although nursing homes strive to provide that care, occasionally problems do arise. When grievances or disputes occur, residents and their family members can turn to Lifespan's Long-Term Care Ombudsman Program for help.

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Our ombudsmen will listen to your concerns, assess your situations and work with you to find a solution.

An Ombudsman is an Advocate

A volunteer ombudsman is trained and certified to advocate for residents of nursing and adult care facilities in Monroe, Genesee, Livingston, Seneca, Ontario, Wyoming and Yates counties. Ombudsmen listen, mediate, negotiate, facilitate and propose solutions. They help families understand the often confusing laws and policies that govern the long-term care system. Ombudsmen can explain the Resident's Bill of Rights to ensure that residents receive the care and respectful services they deserve and are entitled to under the law — as well as connect families with other community services.

Ombudsmen can help with:

- Residents' care and rights
- Personal concerns
- Financial concerns
- Food service
- Administrative policies
- Medical services
- Resident/staff misunderstandings
- Suspected neglect, mistreatment or abuse
- Other community resources



The Ombudsman program is funded by the New York State Office for the Aging and by Lifespan of Greater Rochester.

Why You Can Trust an Ombudsman

The Ombudsman program was created by the 1975 Older American's Act to ensure quality of life and quality of care to residents in nursing homes and adult homes. Ombudsmen are independent advocates — they are not employed by the long-term care facility and the program is not a part of the regulatory system.

Volunteer Ombudsmen receive 36 hours of training that leads to certification by the New York State Office for the Aging. Ongoing supervision and in-service training are provided by professional staff. The Ombudsmen program continually seeks to bring ongoing, positive change to the long-term care system.

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