

The PPACG Area Agency on Aging Ombudsman Program

The most frail and at-risk part of the senior population resides in assisted living and nursing home facilities. For those whose voices have been stilled by the sometimes debilitating conditions of aging, the Area Agency on Aging (AAA) provides advocacy and support through our Ombudsman Program.

Ombudsmen provide on-site assistance to residents of long-term care facilities and their families when problems in these settings arise. They also provide community education about the long-term care system and help identify gaps in services.

Om•buds•man: a Swedish word meaning “representative of the people.”

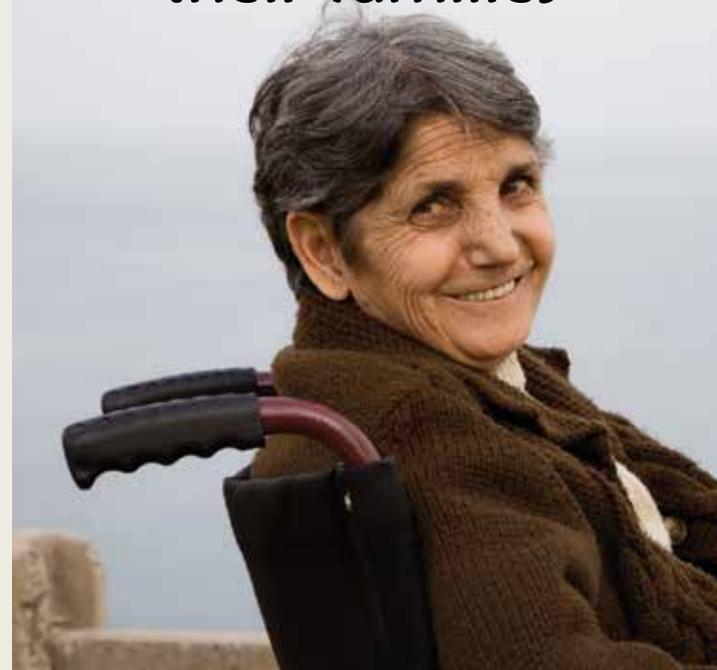
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PPACG Area Agency on Aging
Ombudsman Program
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OMBUDSMAN PROGRAM

Helping residents of long-term health care facilities and their families



Pikes Peak Area
Council of Governments
Communities Working Together

AREA AGENCY ON AGING

719-471-7080

Ombudsman Program

The Pikes Peak Area Council of Governments Area Agency on Aging Ombudsmen are committed to protecting the rights of persons living in long-term care facilities.

We are problem-solvers and mediators, and we objectively investigate complaints and problems of facility residents and their family members.

If you or a family member live in a long-term care facility, you have rights that must be respected. You have the right to:

- voice grievances without fear of reprisal;



- be free from mental and physical abuse and from chemical and physical restraints;
- be discharged or transferred only for medical reasons, your own or others' welfare, or nonpayment to the facility;
- have privacy in care and treatment, and to associate and communicate privately with persons of your choice;
- participate in social, religious, and community activities, and to participate in the Resident Council;
- manage your personal and financial affairs;
- make choices and independent decisions;
- keep and use personal belongings as space permits, and ensure security for your possessions;
- be treated with consideration, respect, and dignity.



How Our Ombudsmen Help

Our primary role is to help facility residents and family members obtain the appropriate legal, social, recreational, physical, and emotional services they are entitled to. Where there is conflict, we help reach equitable solutions.

We also:

- assist long-term care staff in meeting the needs of residents;
- educate the community about long-term care;
- identify gaps in services, report findings, and
- advocate for needed improvements in legislation and policies affecting long-term care.