

Kansas Long-Term
Care Ombudsman
Reaching out for Quality Care

“At first I had no idea what an ombudsman was all about. I learned that it focused on problem solving and mediation....it gives me a good feeling when I am able to help someone experiencing a problem; that makes all the effort worthwhile.”

—Ombudsman Volunteer



“Anyone with a little spare time, and the desire to help our most fragile, vulnerable people can contact the state ombudsman program to volunteer. There is no better way to help.”

—Ombudsman Volunteer



Contact us at
1-877-662-8362

www.ombudsman.ks.gov
LTCO@da.ks.gov

900 SW Jackson, Suite 1041
Topeka, KS 66612



Volunteer

You can make a difference in the lives of people who live in long-term care facilities.



“Being able to make a difference in the lives of others — in their sense of well-being — gives me deep satisfaction”

— Ombudsman Volunteer



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Are You Our Next Ombudsman Volunteer?

Who we are

Kansas's Long-Term Care Ombudsman Program is a volunteer-based organization seeking to improve the quality of life of vulnerable people who live in long-term care facilities.

The primary purpose of the program is to investigate and resolve complaints on behalf of residents of long-term care facilities. Certified ombudsman staff and volunteers investigate and work to resolve complaints made by or on behalf of residents.

Requirements....

- ◆ Possesses a positive approach, which would result in building trust with long-term care residents, families and staff
- ◆ Commitment and dedication to the goals of the Long-Term Care Ombudsman Program
- ◆ Successful completion of 30 hours of training in various areas of elder rights, law and advocacy
- ◆ Ability to uphold and maintain consumers' confidentiality
- ◆ Make a one-year commitment
- ◆ Visit residents in your assigned facilities on a regular basis
- ◆ Complete and submit monthly reports to regional ombudsman
- ◆ Attend regular ongoing training to maintain and expand knowledge

As a volunteer, you will make a real difference....

Visiting individuals who live in a long-term care facility at a location convenient for you each week

Talking to residents and personally getting to know them on an individual basis

Giving residents an opportunity to voice concerns about the quality of their lives

Investigating and advocating for resolution to residents' concerns

Following up with resident to make sure they continue to receive care that meets their specific needs

The Mission of the Long-Term Care Ombudsman Program is to advocate for the well-being, safety and rights of residents of Kansas long-term care facilities, by assisting them in attaining the highest possible quality of life

What we need

Committed volunteers with good listening skills, who have compassion and respect for older persons; and a desire to help residents in long-term care facilities.

If you have a passion for wanting to help the elderly and others living in long-term care facilities, then we have a volunteer position waiting just for you. Become an ombudsman volunteer and help improve the quality of life for residents in a facility near you.

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