Long-Term Care Ombudsman

Area III Agency on Aging
@ Sage Community Resources
What is a Long-Term Care Ombudsman?

A Long-Term Care (LTC) Ombudsman is an advocate & problem solver for individuals over the age of 60.
LTC Ombudsman as an Advocate:

- Investigator
- Mediator
- Educator
- Referral Resource
Investigator:

A LTC Ombudsman can identify, investigate, and help resolve complaints made by, or on behalf of, senior individuals.
Mediator:

LTC Ombudsmen have the communication skills needed for conflict resolution between residents and:

- Facility Staff
- Government Agencies
- Family Members
- Other Healthcare Agencies
Educator:

A LTC Ombudsman can provide information to long-term care residents, their family members, and individuals in the community. This information can include:

- Residents’ Rights
- Government Benefits & Entitlements
- Assessing Long-Term Care Services
- Opportunities & Resources for Seniors
Referral Resource:

A LTC Ombudsman is a great referral resource to connect individuals with:

- Bureau of Facility Standards
- Medicaid
- Medicare
- Legal Aid
- Fair Housing Office
- AND MORE…
Filing a Complaint With a LTC Ombudsman:

- Telephone
- Letter
- Email
- Personal Visit
Who Can Contact a LTC Ombudsman?

- Residents of LTC facilities.
- Senior individuals in the community.
- Families members of senior individuals.
- Administration & staff of LTC facilities.
- ANYONE with a concern for the health & well-being of seniors.
Confidentiality:

A LTC Ombudsman WILL NOT repeat your conversation with anyone unless you give him or her permission to do so.
LTC Ombudsman Contacts:

- Michelle Jensen
  - (208) 322 7033, ext. 259
  - 125 E. 50th St.
    - Garden City, ID 83714
  - mjensen@sageidaho.com
  - Serves Ada, Boise, & Elmore Counties

- Dale Eaton
  - (208) 322 7033, ext. 239
  - 125 E. 50th St.
    - Garden City, ID 83714
  - deaton@sageidaho.com
  - Serves Adams, Canyon, Gem, Owyhee, Payette, Valley, & Washington Counties