

# ADVO ATE

## Colorado Long-Term Care Ombudsman Program

### WHAT IS AN OMBUDSMAN?

Ombudsman is a Swedish word meaning “one who speaks on behalf of another.” Long term care ombudsmen protect the rights of people living in nursing homes and assisted living residences. Ombudsmen advocate for the resident and assist the resident in resolving issues related to care, health, safety, or the resident’s rights. Ombudsman strive to resolve complaints that range from simple quality of care issues, like a resident’s preferred time for breakfast, to very serious, sometimes life-threatening, concerns involving abuse and neglect.

The top five complaints in nursing home and assisted living settings across Colorado include:

- 1. Resident care** – medical, personal, and therapeutic services.
- 2. Quality of life** – resident conflict, diet, and environmental complaints.
- 3. Autonomy, choice, and resident rights** – honoring choice and preference, being treated with dignity.
- 4. Admission, discharges, and evictions** – involuntary discharge, room changes.
- 5. Other resident rights** – abuse, neglect, right to visitors and information.

### RIGHT TO VOICE CONCERNS

As residents in a nursing home or assisted living you have the right to voice any concerns you may have without fear of retaliation. The nursing home or assisted living is obligated to make prompt efforts to resolve your grievance and must make information available to you about how to file a grievance or complaint. You may do this at any time.

Additionally, you may also bring your concerns to the ombudsman program for assistance. The facility may not prohibit or discourage you from contacting the ombudsman program. Any concerns brought to the ombudsman are confidential, and the ombudsman will not take action without your permission.

The Colorado Department of Public Health and Environment, which regulates and licenses long term care facilities, also accepts complaints.

### RESIDENT RIGHTS

Residents of nursing homes and assisted livings have rights that are guaranteed by federal and state laws. These include, but are not limited to:

- The right to be treated with dignity
- The right to self determination
- The right to be fully informed
- The right to raise grievances
- The right to privacy
- The right to visitors
- The right to manage their financial affairs
- And rights during transfer and discharge

# WHO IS YOUR OMBUDSMAN?

Each nursing home and assisted living is assigned a specific ombudsman, who is familiar with the building and can answer questions and respond to concerns. Below you'll find who your ombudsman is:

## Ashley Reese



Accel at Longmont  
Boulder Manor  
Flatirons Health and Rehab  
Charles & Katherine Hover Green Houses  
Life Care Center of Longmont  
Peaks Care Center  
Balsam House  
Balfour Cherrywood  
Beatrice Hover Assisted Living  
The Bridge

Brookdale Boulder Creek  
Bross St Assisted Living  
Carillon  
Cinnamon Park  
Juniper Village  
Landmark  
Millbrook Homes Cove Court  
Morningstar of Boulder  
Peaks Care Center Assisted Living  
Safe Harbor

## Shanna Tabatcher



Applewood Living Center  
Frasier Health Care Center  
ManorCare of Boulder  
Mesa Vista of Boulder  
Powerback Rehabilitation  
The Academy  
The Academy at Bella Vista  
AltaVita Assisted Living  
AltaVita Memory Care Center  
Atria Longmont

Brookdale Longmont  
Frasier Assisted Living  
Golden West Manor  
The Legacy at Lafayette  
Mary Sandoe House  
The Peaks at Old Laramie Trail  
Senior Living at Lafayette  
Shawnee Gardens  
Sunrise of Boulder

## Erica Corson



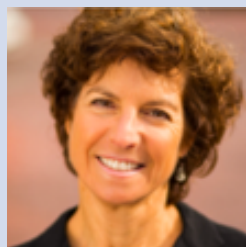
Balfour Retirement Community  
Balfour Assisted Living  
Balfour Lavender Farms

## Peggy Wallis



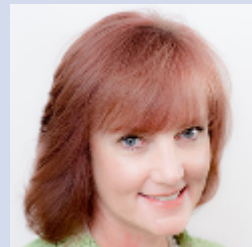
Frasier Meadows Health Care/  
Assisted Living  
Morningstar of Boulder

## Ellen Taxman



ManorCare of Boulder

## Cathy Mosciski



Life Care Center of Longmont  
Brookdale Longmont