

ADVO CATE

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



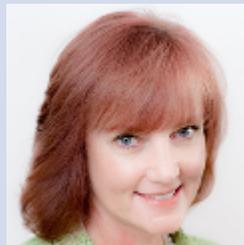
Frasier Meadows Health Care/
Assisted Living
Morningstar of Boulder

Ellen Taxman



ManorCare of Boulder

Cathy Mosciski



Life Care Center of Longmont
Brookdale Longmont