



Wyoming Long-Term Care Ombudsman Program 2024



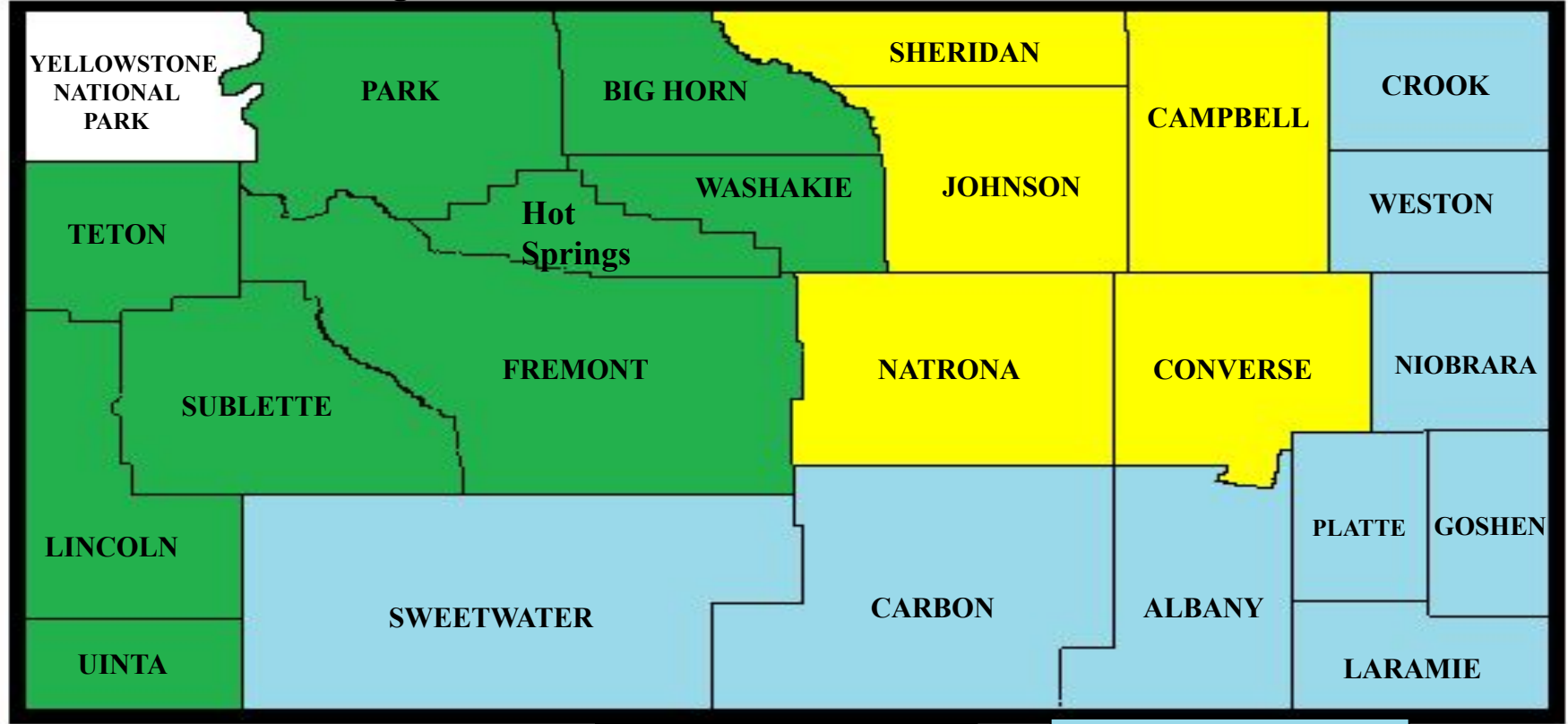


What is an Ombudsman?

Long-term care Ombudsman are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems. If you want, the Ombudsman can assist you with complaints. However, unless you give the Ombudsman permission to share your concerns, these matters are kept confidential. Under the federal Older Americans Act, every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system. These services are free!

Wyoming Long Term Care Ombudsman

State Long Term Care Ombudsman: Patricia Hall 307-777-2885



Ember Lucas
307-856-6880
Ember.lucas@wyo.gov

Kari Meyers
307-235-5959
Kari.meyers@wyo.gov

Don Runyon
307-634-1010
Don.runyon1@wyo.gov

Your Regional Ombudsman:

- Ember Lucas Lead Regional Ombudsman-Riverton
Phone (307)856-6880 or (800)856-4398
Email: ember.lucas@wyo.gov
- Kari Meyers Regional Ombudsman-Casper
Phone: (307)235-5959 or (877)634-1006
Email: kari.meyers@wyo.gov
- Don Runyon Regional Ombudsman-Cheyenne
Phone: (303)634-1010 or (877)634-1005
Email: don.runyon1@wyo.gov





Volunteer Ombudsman Appreciation Week April 14th-20th

“Ombudsman volunteers would be the eyes and ears of the community, working to ensure that its residents were treated with dignity and respect.”



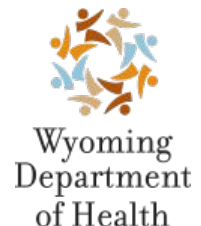
Arthur Fleming,
U.S. Commissioner on Aging

What is a Volunteer Ombudsman?



Volunteer Ombudsman program representatives receive training and support to visit residents at an assigned facility, provide information about their rights, assist them (upon their request) with their complaints, and submit reports reflecting their activities and case work.

If interested in becoming a Volunteer call 1-307-777-2885



JUNE 15th



WORLD ELDER ABUSE AWARENESS DAY

Building Strong Support for Elders

NCEA
National Center on Elder Abuse

ACL
American Civil Liberties Union



#WEAAD

<https://ncea.acl.gov>

<http://eldermistreatment.usc.edu/weaad-home/>



Wyoming
Department
of Health

Are you ready to Vote?

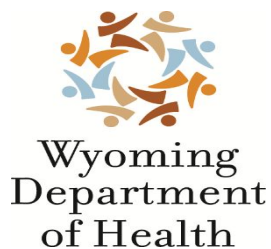


Statewide election dates

August 20, 2024: Primary

November 5, 2024: General election





So, What does an Ombudsman Do?

They receive, investigate and attempt to resolve problems or complaints affecting residents of long-term care facilities

They promote resident, family and community involvement in long-term care.

They promote community education and awareness of the needs of long-term care recipients.

Coordinates efforts with other agencies and organizations concerned with long-term care. Identifies issues and problem area in long-term care and recommends needed changes.



Who does the Ombudsman serve?

- Residents or potential residents of long term care facilities.
- Recipients or potential recipients of long term care services in the community.
- Relatives or friends of long term care recipients.
- Long term care facility administrators and employees.
- Members of community groups or citizens interested in the improvement of long term care in Wyoming.

October is Residents Rights Month



National Consumer Voice for Quality Long-Term Care

This annual event designated by Consumer Voice to honor residents living in all long-term care facilities and those receiving care in their home or community. It is an opportunity to focus on and celebrate the dignity and rights of every individual receiving long-term services and supports. For more information visit

<https://theconsumervoice.org/events/2023-residents-rights-month>



As a Resident in a Nursing Home You have Rights. Such as:

The Right to a Dignified Existence

The Right to Self- Determination

The Right to be Fully informed of...

Right of Access to...



The Right to Privacy

Rights Regarding Financial Affairs

The Right to Raise Grievances

Rights During Transfers and Discharges

To learn more about your rights contact your Ombudsman.





Family Councils

What is a family council?

Under federal law, family members in a long-term care facility can join together to form a united consumer voice which can communicate concerns to facility administrators and work for resolutions and improvements by forming an independent family council. Family councils can play a crucial role in voicing concerns, requesting improvements, supporting new family members and residents and supporting facility efforts to work for high quality of care and life in the facility.

For more information on family councils contact your Ombudsman.



If you would like to be part of a family council contact your Ombudsman



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If you have any questions or concerns about the care you
or a loved one is receiving in a facility call your local
Ombudsman.