



Resident Advocates

Idaho State Long Term Care Ombudsman Program Mission Statement, Vision, & Core Values

Mission

The mission of the Long-Term Care Ombudsman Programs is to ensure that residents in Idaho's long-term care facilities have prompt access to advocacy, mediation, and education, safeguarding their rights. The program aims to enhance both the quality of care and the overall quality of life for these residents through dedicated advocacy, educational initiatives, and outreach efforts.

Vision

Our vision is to deliver resident driven services that are independent, impartial, and fair to all individuals residing in long-term care facilities in Idaho. We are committed to honoring all residents' health, safety, welfare and rights.

Core Values

Value of Residents

- We value all residents regardless of their need or level of care. We value each residents uniqueness, thoughts, ideas, and belief systems.
- We value the residents right to live in a safe, comfortable, and secure environment free from abuse, neglect, and exploitation.

Value of Community Outreach and Education

- We value the connection between residents and their community.
- We value connecting residents and their community to educational resources to empower them to take control of their health and wellbeing in long term care.
- We value bringing awareness to the community about the long-term care resident experience.

Value of Program Representatives

- We value the selflessness of our staff ombudsmen and volunteers and their dedication to our residents.
- We value cultivating relationships with residents based on mutual trust which is the foundation of our success in providing direct, individual advocacy services.
- We value establishing and maintaining confidentiality at the direction of the resident and empowering them to make their own decision.
- We value defending each resident's right to self-determination, even if the resident's decision differs from our own personal or moral beliefs or appears detrimental to the resident's health.