

# VOLUNTEER OMBUDSMAN REPRESENTATIVE

*Become a Volunteer, Advocate, Companion and Friend!*

Residents of long-term care facilities sometimes have little or no contact with the outside world. Many feel they lack control over their lives. A friendly volunteer who visits regularly can be a bright spot in an elderly resident's day. Many residents are alone and would be very happy to have your visits. This may also help ensure they get good care if someone from the community is looking in on them regularly. Ombudsman help to protect resident's rights in Nursing Facilities. They promote better quality of life for residents. Make a difference in someone's life!

## What does a Volunteer Ombudsman Do?

- Visits residents on a regular basis.
- Listens to residents' concerns and problems while having a friendly visit
- Report observations
- Support residents' rights, privacy, and confidentiality
- Refer urgent concerns to the state or regional ombudsman

## Why Be a Volunteer Ombudsman?

Volunteers benefit through the joy of making a difference in the lives of residents through the development of interpersonal skills and through preparation for their own aging.

## Volunteers develop skills in:

- Communication
- Listening
- Relationship Building
- Confidentiality

- Complaint resolution
- Residents' Rights

## What are Volunteer Ombudsman Requirements?

The most important requirements are compassion, respect for older persons, and common sense. A positive attitude, ability to communicate effectively and available time are important. Ombudsman programs provide on-going training and supervision in developing specific skills. If you are 18 years old or older, have available transportation and possess genuine care and concern for older adults, you may be able to become a volunteer ombudsman.

- must be at least 18 years old
- Pass a criminal background check (paid by our agency)
- Be free from conflict of interest
- Complete an initial training course
- Provide own transportation
- Make a quarterly commitment to the program
- Visit an assigned facility or facilities for 6 to 8 hours a month



## For more information, contact:

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