

Role of a Volunteer

- **Inform Residents of their rights under Federal and State Law and assist them in protecting their rights**
- **Provide information about Ombudsman Program to residents and families**
- **Refer complaints, concerns, to designated Long-Term Care Ombudsman**
- **Provide Administrative Support**
- **Complete Training Class**
- **Attend Bi-Monthly In-Service training classes**
- **Visit residents in assigned facility 1-2 hours per month**
- **Explain the purpose of the Ombudsman Program to residents and families**
- **Abide by Nursing Facility Policies and Procedures**
- **Refer complaints or problems received or observed to the Long-term Care Ombudsman**
- **Adhere to the confidentiality and code of ethics agreement at all times**
- **Avoid conflicts of interest**



Qualifications

- **Reliable Transportation**
- **No immediate family employed at assigned facility**
- **No family member presently residing in assigned facility**
- **No conflict of interest may exist personally, financially, or professionally with assigned facility**



For More Information Call
800.223.9074

Or visit us on the web:
www.dhss.delaware.gov/dhss



The Volunteer Ombudsman Program



Volunteer Ombudsman:



Protect the rights of elderly people by making weekly visits to a long term care facilities.

Listen to and talk to people living in long term care facilities.

Empower residents and family members to speak up.

Voice concerns for residents who cannot speak for themselves.

Observe general conditions and daily activities in long term care facilities.

Receive **support** and training from experts in advocacy, emphasizing resident rights.

Meet with new residents and their families to **explain** the Ombudsman program and services.

Help resident and family council members resolve concerns within the long term care facility.

How to Become a Volunteer Ombudsman

Attend an initial 7.5 hours of mandatory training.

Commit to six (6) months of volunteer time in a long term care facility.

Devote 1 to 2 hours of time visiting either per week or month in a specific long term care facility.

Agree to have a **Criminal Background Check** request at no cost to the volunteer.

Participate in Bi-Monthly In-Service / Trainings for updates to and within the Long-term Care Ombudsman Program.
(6 per year)

Mileage Reimbursement is available to the volunteers.



A Volunteer Ombudsman must have an abundance of **Commitment, Caring, and Concern** for our frail older persons.

For more information please contact The Long-Term Care Ombudsman Program at:

800.223.9074

Or on the web:

www.dhss.delaware.gov/dhss



DELAWARE HEALTH AND SOCIAL SERVICES
Office of the Secretary

Long-term Care Ombudsman Program
Main Administration Building
1901 North DuPont Highway
New Castle DE 19720