**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

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**The Volunteer Ombudsman Program**

For More Information Call 800.223.9074

Or visit us on the web: [www.dhss.delaware.gov/dhss](http://www.dhss.delaware.gov/dhss)
Volunteer Ombudsman:

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

Volunteer Ombudsman:

Office of the Secretary

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