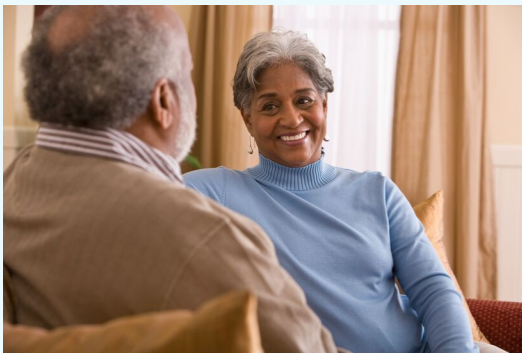


BECOME A VOLUNTEER OMBUDSMAN!

Use your voice to speak for others
and make a difference today!



Volunteers make a difference in the lives of residents.
Volunteers have active lives,
rich with community and new friends.

Interested?

Please contact the Ombudsman Program Director

OMB@Seniorconnection.org

508-852-5539

1-800-244-3032



**Central Massachusetts
Agency on Aging, Inc.**

www.SeniorConnection.org

National LTC Ombudsman Resource Center

BECOME A VOLUNTEER OMBUDSMAN!

WHAT DOES A VOLUNTEER OMBUDSMAN DO?

- Visits residents of local nursing homes and rest homes on a regular basis
- Listens to residents' concerns or difficulties during the course of a facility visit
- Solves problems and mediates
- Reports observations
- Advocates for residents' rights
- Supports the residents' privacy and confidentiality



WHAT IS THE TIME COMMITMENT?

The Massachusetts Long Term Care Ombudsman Program requires volunteers to commit to at least two years of their time, spending 2 hours per week with residents at an assigned nursing home or rest home. An initial 3 day training and certification is provided, and continuing training is expected.

WHAT SKILLS WILL I DEVELOP?

- Communication
- Listening skills
- Relationship Building
- Confidentiality
- Complaint resolution
- Rights Advocacy

DOES VOLUNTEERING REQUIRE SPECIAL SKILLS?

The most important requirements are compassion, respect for older persons, and common sense. A positive attitude, a willingness to listen and the ability to communicate effectively and available time are also important. The Ombudsman Program will provide training and supervision to develop specific skills.

WHO CAN VOLUNTEER?

Anyone who possesses a genuine care and concern for individuals and believes their efforts can impact the quality of life in Long Term Care. Reliable transportation is a must. Volunteers must pass a CORI check.