

Oregon Long-Term Care Ombudsman
www.oregon.gov/lcco
Volunteer recruitment messages
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Text for craigs' list ad:

Would you like to be an advocate for senior citizens who are living in long term care facilities? This is a State of Oregon volunteer program designed to assist the Deputy Ombudsmen in Salem Oregon in investigating and monitoring complaints of seniors living in long term care. There are 5 days of training involved in this volunteer position. You will be trained to Educate, Investigate and Advocate; you will learn to be a "problem solver". You will be expected to spend at least 16 hours a month as a Certified Ombudsman assisting seniors. This is a good way to give back to the community.

If interested in getting more information, please call the Long-Term Care Ombudsman Office in Salem, 1-800-522-2602 or email lcco.info@lcco.state.or.us

Press release version #1:

The Office of the Long Term Care Ombudsman is a small, independent agency of the State of Oregon. There are openings for three volunteers in Coos and Curry County. Certified Ombudsman Volunteers spend 5-10 hours a week advocating for residents in long-term care facilities.

They are trained to be citizen advocates and help solve problems and issues before other government agencies are involved. If you like to problem solve, work independently, and want to help the elders in your community, this program might be a great fit for you.

Training for new volunteers will be in the local area. For more information, call Gretchen Jordan, Coordinator of Volunteers at 1-800-522-2602 or email at gretchen.jordan@state.or.us. For more information about the Long Term Care Ombudsman program, visit our website at www.state.or.us/LTCCO

Press release version #2:

The Office of the Long Term Care Ombudsman has openings for five volunteers in Coos and Curry Counties. Certified Ombudsman Volunteers spend 16-20 hours a month advocating for residents in long-term care facilities. If you like to problem solve, work with people, and like to be involved, this program might be a great fit for you.

Certified Ombudsman attend training and then are assigned facilities to visit and advocate, educate, and investigate on behalf of the residents, for the residents. Volunteers work with State staff to help protect their rights and dignity.

Training for new volunteers is in October in Coos Bay. Those interested in applying should be at least 21 years of age, pass a background check, and have not worked for a long-term care facility within the past two years.

A representative of the Ombudsman program will be at the Coos Bay Farmer's Market on September 14 and 21 to answer questions and hand out information.

For more information, call Gretchen Jordan, Coordinator of Volunteers at 1-800-522-2602 or email at gretchen.jordan@state.or.us. For more information about the Long Term Care Ombudsman program, visit our website at www.state.or.us/LTCO

50 words or less ad:

Certified Ombudsman Volunteers are needed to advocate for residents in long term care facilities. If you like to problem solve and work with people this program might be a great fit for you. Administrative volunteer positions also available. Call Gretchen Jordan at 1-800-522-2602 or email at gretchen.jordan@state.or.us.

Another ad that's worked well:

“CERTIFIED OMBUDSMAN” SOUNDS IMPORTANT – AND IT IS!

It is important to the thousands of people who live in nursing homes, assisted living or residential care facilities and adult foster homes. A “Certified Ombudsman” advocates for facility residents and works to ensure their rights, protect their dignity, and prevent neglect, abuse and other care problems. So that you can be an effective volunteer, you will be trained by the Oregon Office of Long-Term Care Ombudsman to identify problems and to investigate and resolve residents' complaints. You will receive ongoing professional and peer support to maximize your competence.

The ideal advocate is part observer, detective, communicator, mediator and problem-solver; but - most important – this protector of resident rights needs a caring heart. To become a Certified Ombudsmen you must be at least 21 and able to volunteer a minimum of 10 hours per month for one year. Your reward is knowing you are defending some of our most vulnerable citizens.

Ads created by volunteer Recruitment and Screening Committee, with different ways to present Ombudsman volunteering:

Advocacy (pg 3)

Long-Term Care Ombudsman volunteers will respond to issues of concern of residents in nursing homes, residential care facilities, assisted living facilities, and adult foster care homes. You may speak confidentially with a state field officer or leave your telephone number for assistance.

Educational (pg 4)

An hour-long informal presentation about the role of the Long-Term Care Ombudsman in long-term care facilities is available to Lane County organizations by calling 541-344-1256. Additional information about the program is also available at 1-800-522-2602 and on the agency website: www.oregon.gov/LTCO.

Elder Abuse (pg 6)

The main purpose of the Office of the Long-Term Care Ombudsman is to investigate and resolve complaints to benefit Oregon's long-term care residents. For those concerns in long-term care facilities not addressed by Adult Protective Services, the Office of the Long-Term Care Ombudsman is available to investigate the problem by calling Monday-Friday, 8-5. You may also leave a confidential message with your telephone number on evenings or weekends for a response the next day or Monday.

Information and Referral (pg 10)

The Long-Term Care Ombudsman Program works to enhance the quality of life, improve the quality of care, and protect the rights and privileges of residents in long-term care facilities. Ombudsmen promote dignity, respect and autonomy for each resident living in a nursing home, a residential care facility, an assisted living facility, or an adult foster care home.

Volunteers (pg 18)

The office of the Long-Term Care Ombudsman recruits, trains, and certifies volunteers to advocate for residents in long-term care. Ombudsmen volunteer at least 16 hours a month, addressing complaints and concerns of residents, protecting their rights and promoting their dignity. Training and support for volunteers are provided by the Office of the Long-Term Care Ombudsman. Call for informational packets about becoming a certified ombudsman.

Adult Foster Homes (pg 32)

Advocacy for Adult Foster Home Residents

The Office of the Long-Term Care Ombudsman advocates for all Adult Foster Home residents, assuring respect, dignity, personal values, appropriate care, and activities. Call 1-800-522-2602 with concerns.

Assisted Living Facilities (pg 32)

Advocacy for Assisted Living Residents *Please insert this red subheading after the introductory paragraph and then include the following:*

The Office of the Long-Term Care Ombudsman advocates for all Assisted Living residents, assuring respect, dignity, personal values, appropriate care, and activities. Call 1-800-522-2602 with concerns.

Memory Care: Dementia/Alzheimer's (pg 33)

These facilities are required to hold monthly family council meetings. Many have Alzheimer's support groups available.

Advocacy for Memory Care Residents *Please insert this red subheading after the introductory paragraph and then include the following:*

The Office of the Long-Term Care Ombudsman advocates for all Memory Care residents, assuring respect, dignity, personal values, appropriate care, and activities. Call 1-800-522-2602 with concerns.

Nursing Facilities (pg 35)

Nursing facilities are required to hold monthly resident and family council meetings.

Advocacy for Nursing Facility Residents *Please insert this red subheading after the introductory paragraph and then include the following:*

The Office of the Long-Term Care Ombudsman advocates for all Nursing Facility residents, assuring respect, dignity, personal values, appropriate care, and activities. Call 1-800-522-2602 with concerns.

Placement and Referral Assistance (pg 38)

Please call with questions regarding a Long-Term care facility you are considering, or with questions about a move-out notice or a voluntary or an involuntary move within a facility.

Residential Care Facilities (pg 39)

These facilities are required to hold monthly resident and family council meetings.

Advocacy for Residential Care Facility Residents *Please insert this red subheading after the introductory paragraph and then include the following:*

The Office of the Long-Term Care Ombudsman advocates for all Residential Care residents, assuring respect, dignity, personal values, appropriate care, and activities. Call 1-800-522-2602 with concerns.