



**VOLUNTEERS ARE
IMPORTANT TO
OUR PROGRAM**



Long-Term Care Visitors

Long-Term Care Visitors play an important role in the Ombudsman Program by:

- Visiting weekly with residents on a "friendly" basis
- Referring problems residents need help with to a certified ombudsman
- Helping residents understand their rights
- Raising public awareness about the Ombudsman Program.

These volunteers initially complete six to eight hours of training and complete another six hours annually.

Certified Ombudsmen

Certified Ombudsmen have both greater authority and responsibility than Long-Term Care Visitors. They:

- Investigate and resolve problems
- Regularly visit one or more nursing facilities. Keep records and report the results of their work
- Improve skills by participating in an on-going training program

Ombudsmen attend a four-day training session followed by a 12-hour internship in a facility prior to receiving certification.

How to Volunteer

If you are interested in volunteering with the Ombudsman Program, please contact your local ombudsman:

State Long-Term Care Ombudsman
Governor's Office of Elderly Affairs
P.O. Box 80374 • Baton Rouge, Louisiana 70898

1-800-259-4990