

APPROPRIATE OMBUDSMAN VOLUNTEER ACTIVITIES

1. Meet each resident of the facility who is willing and able to talk with you. Let them know who you are and what you can do to assist them through the Ombudsman Program. Talk with residents, families and friends, as appropriate. Inform them about resident's rights.
2. Learn about the facility in which you are working. Talk with the Administrator first. Learn the facility's rules and special services, programs, and problems.
3. Be available to the residents, and their families, to listen to problems they may be experiencing with the facility, its staff, or other agencies associated with the resident's care in the facility. If you hear a complaint and your assistance is requested, please follow the complaint procedures outlined in this manual.
4. Learn about services for older persons that are available in the community, and which ones can benefit the residents. Inform the residents of these services and help them to access the services. As Needed. Examples:
 - A. Legal Services Projects—provide help with writing wills, getting benefits from State and Federal assistance programs (Medicare, Social Security, etc.).
 - B. Patient care services through the Department of human Services or the Area Agency on Aging—to assist a convalescing person to return home safely, if physician approves.
5. Arrange with community resources to bring programs into the facility—Churches, Senior Companion Program, senior centers, and Lions Club.
6. Assist interested residents in forming their own resident Council. Information is available through the Ombudsman supervisor.
7. Get to know residents by helping them participate in the facility's planned activities, such as crafts, exercises, re-motivation groups, etc.
8. Arrange with the local or county library to provide books, talking books, etc., for residents through Bookmobile or other services.
9. As you learn of individual residents' interests and talents, try to re-involve them in community activities or programs to which they can still contribute and enjoy. Encourage, but don't push.