

## ***Volunteer Ombudsmen***

### **DO:**

1. Make unannounced visits to their assigned nursing home.
2. Visit their assigned nursing home for 2-3 hours each week.
3. Provide support and counseling so individuals can on their own, work with facility staff to get the resident's problems addressed
4. Take referrals from Regional ombudsman and **ONLY** resolve less complex issues that pertain to resident's activities of daily living such as:
  - Food complaints
  - Room Temperature Issues
  - Not getting bathed and showered at appropriate times
5. Look after the comfort and life quality for those who cannot speak for themselves at their assigned facility.
6. Refer complex issues to the professional Ombudsman.
7. Participate in an initial full day of training (6 Hours)
8. Attend Periodic In-services that provide a training topic based on volunteer's experiences and requests.
9. Increase the visibility of the Ombudsman program.

### **DO NOT:**

1. Have regulatory authority.
2. Work with licensing, certification and other enforcement agencies to improve the quality of life of LTC facilities.
3. Visit a variety of different homes.
4. Have responsibility for CBRF's and people who receive COP funds.
5. Volunteer in other Wisconsin Counties besides Monroe, Dane, Rock and Milwaukee.
6. Get Paid or reimbursed for mileage traveled to and from their assigned nursing home.

## ***Regional Ombudsmen***

### **DO:**

1. Investigate complaints received over the phone by:
  - Residents of Long Term Care Facilities
  - Family Members
  - Friends and Concerned Citizens
  - Long Term Care Facilities
  - Other Miscellaneous Persons.
2. Work with licensing, certification and other enforcement agencies to improve quality of care in long term care facilities.
3. Educate people by providing information, consultation and referral sources.
4. Support and provide services for the:
  - 450 nursing homes
  - 1,300 CBRF's
  - 15,000 COP recipients
5. Investigate complex issues such as:
  - Medical Care
  - Legal Issues of guardianship and power of attorney
  - Discharge and Transfer Rights
6. Help train the Volunteer Ombudsmen
7. Get Paid

### **DO NOT:**

1. Have regulatory authority.
2. Visit one particular facility on a weekly basis.