

## *The Rewards*

 Bring joy and happiness to someone.

 Advocate for the rights of older persons.

 Hours are flexible - nursing homes and residential care facilities are open 24 hours a day!

 Bring compassion and common sense - we provide the training and supervision.

**You provide  
the caring,  
watchful eye.**

Call today for more information:  
Maine Long-Term Care  
Ombudsman Program  
Volunteer Program Director

(Voice/TTY) **1-800-499-0229**

## Become a Volunteer Ombudsman



Visit  
residents in  
nursing homes  
and other  
long-term care  
facilities

(Voice/TTY) **1-800-499-0229**



The Maine  
Long-Term Care  
Ombudsman  
Program

One Weston Court  
P.O. Box 128  
Augusta, Maine 04332

(Voice/TTY) **207-621-1079**

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Fax: **207-621-0509**

MLTCOP@MaineOmbudsman.org  
<http://www.maineombudsman.org>

# Who We Are

## WHAT IS A VOLUNTEER OMBUDSMAN REPRESENTATIVE?

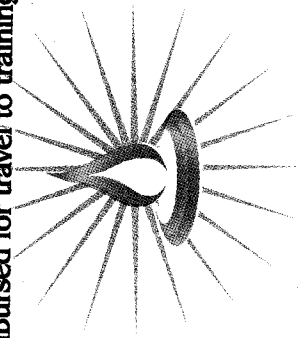
"Ombudsman" (pronounced om-budz-man) is a Norwegian word that means citizen representative. In Maine, volunteers represent the Maine Long-Term Care Ombudsman Program when they visit residents in long-term care facilities. Volunteers are the eyes and ears of the Ombudsman Program, and they are truly the heart of the program.

## WHAT DOES A VOLUNTEER OMBUDSMAN DO?

- Visits residents on a regular basis about once every week or two;
- Listens to residents' concerns and problems while having a friendly visit; and
- Reports to the Ombudsman Volunteer Program Director who will supervise and guide volunteers while they try to respond to the needs of the residents.

## WHAT TRAINING DOES A VOLUNTEER RECEIVE?

All volunteers receive initial and ongoing training from experts in various areas of **elder rights, laws and advocacy. (Mileage is reimbursed for travel to training sites.)**



# What We Do

## WHAT DO I DO WHEN I VISIT A RESIDENT?

When initial training is completed, an Ombudsman staff member accompanies the volunteer on the first visit to the long-term care facility. The volunteer is given a guided tour of the facility and is introduced to the facility staff. This gives the volunteer an opportunity to become familiar with the facility and to ask the staff any questions. After the first visit, the volunteer visits residents regularly. These friendly visits help build a bond between you and the residents who will know you are ready to advocate for their rights.

## WHAT IS THE COMMITMENT AND HOW OFTEN DO I VISIT?

We ask for a one year commitment. This enables the volunteer and resident to get to know each other, and the volunteer gains valuable experience as an Ombudsman. Volunteers will usually visit residents in one or two facilities near their home on a regular basis, about once every week or two. By law, volunteer Ombudsman can enter a facility any time of day or night, 24 hours a day, 365 days a year. This is key to the effectiveness of the Volunteer Ombudsman Program.

## WHAT EXPERIENCE AND SKILLS DO VOLUNTEERS NEED?

The most important requirements are compassion, respect for older persons, and common sense. We provide the training and supervision needed to enable volunteers to help residents know their rights.

# Bill of Rights

## for Long-Term Care Residents

### Residents/consumers shall be:

1. Free to voice grievances without fear of reprisal.
2. Assured that they can exercise their rights as a resident and as a citizen.
3. Free from mental and physical abuse, and free from chemical and physical restraints.
4. Discharged or transferred only for medical reasons, for their own welfare, or for non-payment.
5. Entitled to associate and communicate privately with persons of their choice.
6. Free to participate in social, religious and community activities.
7. Assured access to their personal and medical records, to be informed about their medical condition, to participate in planning their care and treatment.
8. Entitled to manage their personal financial affairs.
9. Entitled to the option of keeping and using personal belongings as space permits.
10. Entitled to share a room with one's spouse.
11. Entitled to exercise all the rights of a consumer of home care services.