

Volunteers Touching Hearts

For more information call
314 / 335-3331 or Toll Free 1-800-392-8771

or send this form to:

LTCOP, SEMO Area Agency on Aging
121 S. Broadview, Suite 11 • Cape Girardeau, MO 63703

I am interested in becoming a volunteer in the Long Term Care Ombudsman Program.

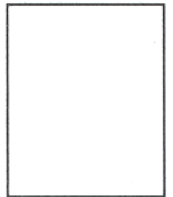
Name _____

Address _____

City _____ State _____ Zip _____

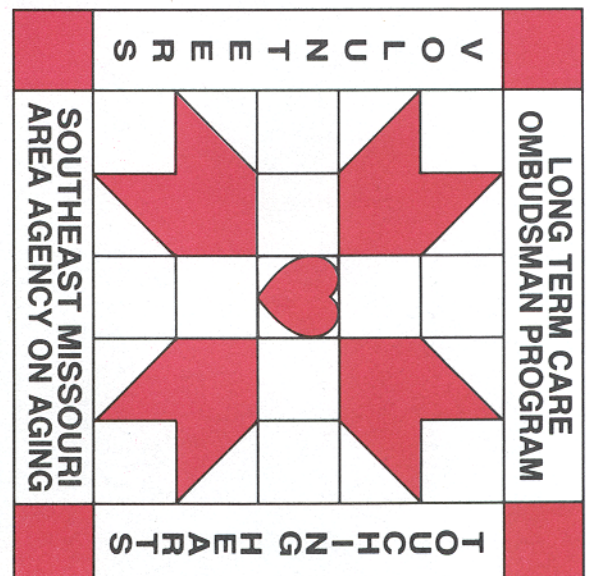
Phone Number _____

Long Term Care Ombudsman Program



Southeast Missouri Area Agency on Aging

121 S. BROADVIEW, SUITE 11
CAPE GIRARDEAU, MO 63703



Volunteers Touching Hearts



You can make a difference
for residents of
Long Term Care Facilities



Long Term Care Ombudsman Program
Southeast Missouri Area Agency on Aging



OMBUDSMAN

*"One who speaks
on behalf of another"*

TO BECOME A VOLUNTEER IN THE OMBUDSMAN PROGRAM, YOU NEED ...

Time

Volunteers are asked to visit an assigned facility weekly.

Concern

A sincere interest and liking for older adults are required.

Commitment

An 18-hour training program is required before certification and placement. On-going in-service training on a quarterly basis and individual support are also available to volunteers who are assigned to a facility.

BENEFITS OF THE LONG TERM CARE OMBUDSMAN PROGRAM

Residents of Long Term

Care Facilities Benefit

through trusting relationships with trained volunteers who are well-informed and objective, who listen to concerns, and respect residents' privacy and confidentiality.

Administration and Staff









of Facilities Benefit

through the assistance of volunteers in providing wholistic quality care.

Volunteers Benefit

through the joy of making a difference in the lives of residents, through the development of interpersonal skills, and through preparation for their own aging.

THE VOLUNTEER OMBUDSMAN DEVELOPS SKILLS IN ...

-  Communication
-  Listening
-  Relationship building
-  Confidentiality
-  Problem resolution
-  Resident's rights
-  Motivation
-  Arbitration

If you are 21 years old or older, have available transportation, and possess genuine care and concern for older adults, you can become a Volunteer Ombudsman.