



Be a Volunteer Ombudsman

Do you want to make a difference in the lives of others?

Do you believe that everyone deserves to be treated with dignity and respect?

Do you want to help others make informed choices about where they live and the care they receive?

Volunteer to be a Long-Term Care Ombudsman Associate!

Ombudsman Associates are volunteer advocates who provide a voice for the concerns of long-term care consumers who are living in their own homes, nursing homes or assisted living. Volunteers are one of the most valued resources of the Office of the State Long-Term Care Ombudsman.

Volunteers make regular visits, observe conditions and engage residents in conversation to learn about problems or concerns consumers may have regarding care and services. In nursing homes and assisted living facilities, volunteers observe conditions and care and inform residents about their rights. For consumers who choose to receive care in their own homes, volunteers talk to consumers about their caregivers and services they receive.

Ombudsman volunteers:

- Provide information to residents, family and staff about the Ombudsman program and resident rights;
- Resolve uncomplicated complaints;
- Work with Ombudsman staff to investigate and resolve more complicated complaints and issues;
- Inform and support state and regional policy advocacy; and
- Work with resident councils.

Want to learn more about becoming a Long-Term Care Ombudsman Associate?

Contact our office or visit our website for additional information. Our regional program serves Cuyahoga, Geauga, Lake, Lorain & Medina counties. We will equip you with free certification training.

- ❖ Call our office at **1-800-365-3112** or **216-696-2719**
- ❖ Visit our website: **www.ltco.org**
- ❖ Email: Barb Prociak at **bprociak@ltco.org**