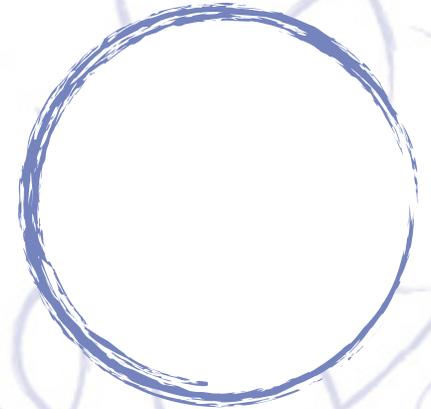


# Advocates: Working hand in hand



## The Long Term Care Volunteer Ombudsman Program



Established in 1994 by the Board on Aging and Long Term Care, the Volunteer Ombudsmen supplement services provided to long term care residents by the Ombudsman Program.

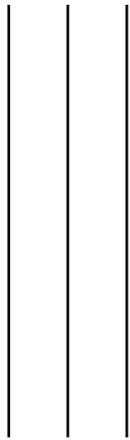


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State of Wisconsin  
Board on Aging and Long Term Care  
Ombudsman Program  
1402 Pankratz St., Suite 111  
Madison, WI 53704-4001  
1.800.815.0015  
<http://longtermcare.state.wi.us>  
[boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)

website  
email

Board on Aging and Long Term Care  
Volunteer Ombudsman Program  
819 N. 6th St., Room 520  
Milwaukee, WI 53203



## Volunteer Ombudsmen will:

**Protect the rights** of elderly people 60 years and older by making unannounced and focused weekly visits in long term care facilities.

**Listen** to and talk with people living in long term care facilities.

**Empower** residents and family members to speak up.

**Voice concerns** for residents who cannot speak for themselves.

**Observe** general conditions and daily activities in long term care facilities.

Receive **support** and training by experts in advocacy, emphasizing resident rights.

Meet with new residents and their families to **explain** Ombudsman Program Services.

Act as the **"eyes and ears"** of the Regional Ombudsman.

**Help** resident and family council members resolve concerns within the long term care facility



## How to become a Volunteer Ombudsman

**Attend** the initial 7 hours mandatory training

**Commit** at least 6 months of volunteer time

**Devote** 2-3 hours per week at a specific long term care facility

Attend continuing **educational** programs

Agree to undergo a **criminal background check**

*"It is very rewarding to volunteer, especially for the aging. I put more interest in volunteering than in employment."*

– Doris B. (Milwaukee)

*"To help people have a voice and get a smile in return."*

– Jim H. (Janesville)

*"Volunteering for me is all about listening – listening to the people so you can help."*

– Diane W. (Madison)



A Volunteer Ombudsman must have an abundance of **Commitment, Caring and Concern** for our frail older persons.

Please return completed form for more information.

Date \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Best time to reach you: \_\_\_\_\_

Day(s) \_\_\_\_\_

Times: \_\_\_\_\_

Messages can be left at  
our toll free number  
**1-800-815-0015**

cut here and return

