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.

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
website  http://longtermcare.state.wi.us
email    boaltc@wisconsin.gov
Volunteer Ombudsman 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

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

Please return completed form for more information.

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

“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)