

The Volunteer Ombudsman Program, established in 1994 by the Board on Aging and Long Term Care, strengthens the advocacy services provided by the Long Term Care Ombudsman Program to people living in designated nursing homes.



**Improving Lives
One Visit at a Time**

**Long Term Care
Volunteer Ombudsman Program**

1-800-815-0015



Wisconsin Board on Aging and Long Term Care
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1-800-815-0015
longtermcare.wi.gov
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Board on Aging and Long Term Care
Volunteer Ombudsman Program
1402 Pankratz Street, Suite # 111
Madison, WI 53704-4001

Volunteer Ombudsmen will:

Promote and Protect the rights of people 60 years and older by making unannounced and focused weekly visits to an assigned nursing home.

- Receive training and support by Representatives of the Office of the Board on Aging and Long Term Care who are experts in resident rights advocacy
- Listen to and talk with residents who live in nursing homes
- Be the voice for residents who cannot speak for themselves
- Empower residents to speak up for themselves
- Observe general conditions and daily activities in the nursing home
- Meet and talk with newly admitted residents and their families
- Provide Board on Aging and Long Term Care materials and information to residents and their families
- Report to the Board on Aging and Long Term Care

How to become a Volunteer Ombudsman

- Pass a criminal background check
- Attend the mandatory initial training
- Devote 2-3 hours per week visiting residents at assigned nursing home
- Commit to at least six months of volunteer service
- Attend continuing education trainings
- Adhere to the high quality of standards in the program

Quality Care
Voice Listen
Residents Rights
Volunteer Ombudsman
Smiles Dignity
Advocate
Respect Dedicated
Empower

Application

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

Please return the completed form for more information.

Date:

Name:

Address:

County:

Phone Number:

E-Mail:

Best time to reach you:

Day(s):

Times:

Messages can be left on the agency toll free number
1-800-815-0015

Cut here and return

