

## Become a Volunteer LTC Ombudsman

People who live in nursing homes and assisted living facilities may have little or no contact with the outside world. Many feel they lack control over their lives. A certified volunteer ombudsman who visits regularly can be the highlight of a resident's day and ensure residents get good care.

If you have a passion for helping others, a caring spirit and a willingness to learn, we need you! Become an ombudsman and help improve the quality of life and care for residents in a facility near you. We provide training, tools and ongoing support from your local ombudsman program.

Volunteers must be at least 18 years old, have available transportation, and possess genuine care and concern for older adults. All volunteers must be able to pass a criminal history check and screening for conflicts of interest.

Volunteers are required to participate in a free, 36-hour certification training course. Training includes classroom, self-study and in-facility training. Each volunteer serves a 3-month internship. The managing local ombudsman recommends volunteers for certification, and the State Long-term Care Ombudsman makes the final decision.

Ongoing education is provided. Twelve hours of continuing education is required annually (one hour per month of certification).

Volunteers benefit by making a difference in the lives of residents. They also will improve and develop their interpersonal and problem-solving skills while building trusting relationships.

Volunteer ombudsmen develop skills in:

- Communication
- Listening
- Relationship building
- Problem solving

For more information, contact a Texas Long-term Care Ombudsman @ 800-252-2412 or Regional Ombudsman of the Golden Crescent, Christina Guajardo 361-578-1587 ext. 217, 1908 N. Laurent Suite 600, Victoria, Texas 77901