

Friendly Visitors

Role of a Volunteer

- Inform Residents of their rights under Federal and State Law and assist them
 in protection their rights.
- Provide information about Ombudsman
- Refer complaints, concerns, to designated Long-Term Care Ombudsman
- nated Long-Term Care Ombudsman
- Complete Training Class
 Manual In Section Incident
- classes
- hours per month
- Explain the purpose of the Ombudsn
- Abide by Nursing Facility Policies and Procedures
- or observed to the Long-term Care Ombudsman
- of ethics agreement at all times
- . Avoid conflicts of intere



Qualifications Reliable Transportation No immediate family employed at assigned facility No family member presently residing in assigned facility No conflict of interest may exist personally, financially, or professionally with assigned facility



The Volunteer

Ombudsman

Program

800.223.9074

Or visit us on the web:
www.dhss.delaware.gov/dhss







The Long-Term Care Ombudsman Program is looking for "Friendly Visitors-Resident Advocates" to visit with residents in Nursing / Assisted Living Facilities throughout the state of Delaware. Some residents in these facilities don't have anyone to speak up for them when a concern arises. This is where the Friendly Visitor / Ombudsman Volunteer comes in to assist. Ombudsman Volunteers are required to have a complete criminal background check and go through a 7.5 hour training. The volunteer must be able to commit to 2 hours minimum of volunteer time per month for a minimum of 6 months. For more information please contact the Volunteer Services Coordinator via e-mail or.

