

# Friendly Visitors



**Role of a Volunteer**

- Inform Residents of their rights under Federal and State Law and assist them in protecting their rights
- Provide information about Ombudsman Program to residents and families
- Refer complaints, concerns, to designated Long-Term Care Ombudsman
- Provide Administrative Support
- Complete Training Class
- Attend Bi-Monthly In-Service training classes
- Visit residents in assigned facility 1-2 hours per month
- Explain the purpose of the Ombudsman Program to residents and families
- Abide by Nursing Facility Policies and Procedures
- Refer complaints or problems received or observed to the Long-term Care Ombudsman
- Adhere to the confidentiality and code of ethics agreement at all times
- Avoid conflicts of interest



**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



For More Information Call  
800.223.9074

Or visit us on the web:  
[www.dhss.delaware.gov/dhss](http://www.dhss.delaware.gov/dhss)





**The Volunteer Ombudsman Program**

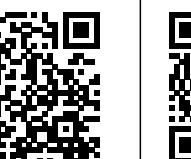
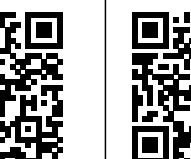
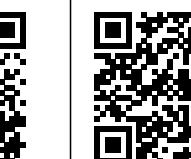
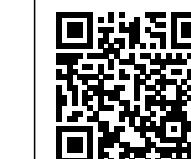


Location

## Delaware

<https://www.genclassifieds.com/x-501233-z>

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.

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