

PEOPLE HELPING PEOPLE



Ombudsmen are trained and licensed through the State of California to ensure that the residents' rights are respected, that they are treated with dignity, and that they are cared for kindly and well.

Are you interested? Inspired? Intrigued?

You may have what it takes to be an Ombudsman if you:

- ◆ Enjoy visiting elders.
- ◆ Have 12 or more hours a month to volunteer (2+hours per week)
and are
- ◆ Caring and Compassionate
- ◆ A good listener
- ◆ Highly Observant
- ◆ Good at problem-solving
- ◆ Able to hold confidences securely
- ◆ Reliable
- ◆ Resourceful
- ◆ A good negotiator
- ◆ Persistent and patient
- ◆ Unafraid of speaking out when something is not right
– *and able to persist until it is right.*

What does an Ombudsman do?

- ◆ Visits residents of long-term care facilities (nursing homes and residential care facilities) about once every week or two.
- ◆ Listens to residents' concerns and problems while having a friendly visit.
- ◆ Ensures that the residents' rights to self-determination are always respected.
- ◆ Helps residents clarify their needs and advocate for themselves.
- ◆ Assists the residents and staff in discovering resources and developing solutions to issues as they arise.
- ◆ When necessary, reports violations to appropriate government authorities.

Volunteers advocating for dignity, quality of life, and quality of care for Residents of Long-Term Care Facilities throughout Alameda County

Contact Alameda County Long-Term Care Ombudsman Program and make a difference *today!*



Alameda County Long-Term Care Ombudsman Program

Citizens Serving Long Term Care Residents of Alameda County
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