

Please complete the following information and mail or fax to:

Catholic Charities Long Term Care Ombudsman Program

431 S. Phelps Ave., Suite #607

Rockford, IL 61108

Fax: (815) 316-0042

YES, I'm interested in volunteering.

Send me full details and an application today.

Call me at ( ) \_\_\_\_\_. The best time to call me is \_\_\_\_\_.

*Please print. Thank you.*

Name

Address

City

State

Zip

County

Email

## The Rewards

- Bring joy and happiness to someone.
- Advocate for the rights of older adults.
- Flexible hours - nursing homes and residential care facilities are open 7 days a week!
- Bring compassion and common sense - we provide the training, ongoing support and supervision.

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Ombudsman Program

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Fax: 1-815-316-0042

**Or Call: 1-800-369-0895**

Local: 1-815-316-0040

**Email: Christine Adams**

**cadams@rockforddiocese.org**

**Website:**

**catholiccharities.rockford diocese.org**

A United Way Agency



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Illinois Area Agency on Aging



# CATHOLIC CHARITIES

## LONG TERM CARE OMBUDSMAN PROGRAM

BECOME A

# VOLUNTEER OMBUDSMAN



**MAKE A DIFFERENCE  
ADVOCATING FOR THE RIGHTS  
OF RESIDENTS IN  
LONG TERM CARE FACILITIES**

## Who We Are

### What is a Volunteer Ombudsman?

Ombudsman (pronounced om-budz-man) is a Swedish word meaning citizen's representative. Our volunteers represent Catholic Charities and the Illinois Long Term Care Ombudsman Program when visiting residents in long term care facilities. Volunteers are the eyes, ears and heart of the Ombudsman Program.

### What Does a Volunteer Ombudsman Do?

- Visits residents on a regular basis, about once every week.
- Works to assist and resolving residents' concerns and problems.
- Educates residents, families and staff about resident rights.
- Reports to Ombudsman Volunteer Coordinator who guide and direct volunteers while they respond to the needs of residents.

### What Training Does a Volunteer Receive?

All volunteers receive initial and ongoing training from experts in various areas of elder rights, laws and advocacy. The training includes one-on-one mentoring in a facility with an experienced Ombudsman staff member.



## What We Do

### What Do I Do When I Visit?

During the mentoring visits the volunteer is given a guided tour of the facility and is introduced to the facility staff and residents. This gives the volunteer an opportunity to become familiar with the facility and to ask questions. Following the mentoring visits, the volunteer visits residents regularly, talks with them about their lives in the facility and assists them in resolving any concerns.

### What is the Commitment and How Often Do I Visit?

We ask for a one year commitment. This enables the volunteer and residents to get to know each other, and the volunteer gains valuable experience as an Ombudsman. Volunteers will usually visit residents in one or two facilities near their home on a regular basis, about once every week.

### What Experience and Skills are Needed?

The most important requirements are compassion, respect for older persons, and common sense. We provide the training and ongoing support needed to enable volunteers to help residents know their rights and assist them to resolve concerns.



**As a long-term care facility resident in Illinois, you are guaranteed certain privileges according to rights, protections and State and Federal law.**

1. Free to voice grievances without fear of reprisal.
2. Assured that they can exercise their rights as a resident and as a citizen.
3. Free from mental and physical abuse and free from chemical and physical restraints.
4. Discharged or transferred only for medical reasons, their own welfare or nonpayment.
5. Entitled to associate and communicate privately with persons of their choice.
6. Free to participate in social, religious and community activities.
7. Assured access to their personal and medical records, to be informed about their medical condition, to participate in planning their care and treatment.
8. Entitled to manage their personal financial affairs.
9. Entitled to keep and use personal belongings as space permits.
10. Entitled to share a room with one's spouse.

