

## **Friendly Visitors**

## Role of a Volunteer

- Inform Residents of their rights under Federal and State Law and assist then in protecting their rights Provide information about Ombudsma
- gram to residents and families
- Provide Administrative Support

- Explain the purpose of the Ombuds

- of ethics agreement at all times Avoid conflicts of interest



## 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.

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