



• LONG-TERM CARE •

# OMBUDSMAN PROGRAM

## Volunteer Today!

*“Advocate for those who can’t,  
support those who can, and ensure  
that all long-term care consumers  
live with dignity and respect.”*

**“Ombudsman”** is a Swedish term that means citizen representative. Ombudsmen serve as an advocate for the rights of all residents in long-term care facilities.

### **WHY ARE VOLUNTEERS NEEDED?**

Approximately 60% of long-term care residents do not routinely receive visitors. Not only do Ombudsmen ensure dignity, choice and quality of life to residents... they also brighten their day with warm, engaging conversation and a friendly smile.

Blair County’s Ombudsman Program would not be possible without the work of its volunteers. With the elderly population expected to increase all over Pennsylvania, the need for volunteers is on the rise.

**To become an Ombudsman volunteer,  
please contact the Blair County  
Ombudsman Program office  
at (814) 296-6336.**



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### **VOLUNTEER REQUIREMENTS**

- Be warm and engaging
- Have excellent communication skills, both written and oral
- Be a great listener
- Desire to become an advocate and a support system for those in need
- Must be 18 years or older

### **VOLUNTEER DUTIES**

- Become an advocate for the rights of residents in long-term care facilities
- Assist in resolving issues (with the resident's consent)
- Strive to ensure dignity, choice and quality of life for residents
- Educate residents and their families about resident rights and reporting concerns
- Empower residents to advocate for themselves

### **BENEFITS OF VOLUNTEERING**

- Flexible hours
- Mileage Reimbursement
- Free training provided with a Mentor to assist you with becoming a source of information, an agent of improvement and a confidential advocate for resident rights
- Being an advocate for those who cannot advocate for themselves
- A rewarding experience

**To start making a difference in someone's life today, please contact the Blair County Ombudsman Program for a volunteer application at 814-296-6336.**