

BENEFITS OF VOLUNTEERING

- Increased social ties and advocacy skills.
- Making a difference in the lives of others.
- Giving back to your community.
- Acquiring new knowledge and skill set around long-term care.

STEPS TO BECOMING A VOLUNTEER OMBUDSMAN REPRESENTATIVE

- Complete application.
- Submission of conflict-of-interest form and proof of vehicle insurance.
- Interview with Volunteer Program Manager.
- Background check
- Shadow visit with long standing volunteer.
- Initial 36 hour training session with Volunteer Program Manager.
- Continued education (18 hours annual).
- One year commitment to the program.

Learn more about becoming a Volunteer in your local area by contacting the Volunteer Program Manager at 1-800-499-0229.



The Maine Long-Term Care
OMBUDSMAN
Program

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An Equal Opportunity Employer

The Maine Long-Term Ombudsman Program complies with applicable state and federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, sexual orientation, gender identity and/or expression in the administration or operation of its services, programs, or activities.

BECOME A VOLUNTEER OMBUDSMAN REPRESENTATIVE

ADVOCATES FOR LONG-TERM CARE
CONSUMERS



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1-800-499-0229

WHO WE ARE

The Maine Long-Term Care Ombudsman Program is a non-profit agency whose mission is to advocate for quality of life and care for long-term care consumers. Our services are free and confidential. Federal and State law authorize our staff to investigate complaints made by or on behalf of long-term care consumers and to assist consumers in exercising their rights that are guaranteed by law.

ROLE OF THE VOLUNTEER OMBUDSMAN REPRESENTATIVE

- Visit residents in long-term care settings (nursing home, residential care, assisted living).
- Educate residents and staff about resident rights.
- Engage in conversation with residents to learn about problems or concerns.
- Seek resident permission to address problems or concerns regarding quality of life.
- Additional opportunity to become an in-service trainer to provide education on resident rights and mandatory reporting to staff in nursing homes, residential care and assisted living.

JOIN A TEAM OF DEDICATED VOLUNTEERS!

MEET ONE OF OUR DEDICATED VOLUNTEER OMBUDSMAN REPRESENTATIVES



BETSY DICAPUA- VOLUNTEER OMBUDSMAN

Meet Betsy, an active retiree with a true commitment to making a difference!

As a volunteer, Betsy helps to advocate for Mainers in long-term care facilities. She was seeking a meaningful way to give back, and this work allows her to utilize her skills and big heart to help her fellow Mainers.

Betsy's dedication to the program's mission is inspiring, she thrives on ensuring that every resident's needs are heard and met. But it doesn't stop there! She's a beacon of joy, bringing smiles to residents' faces through her engaging conversations.



QUALITIES, EXPERIENCE & SKILLS NEEDED:

- Effective communication skills.
- Ability to keep confidential information obtained about residents.
- Ability to follow up on concerns raised by residents.
- Perseverance to follow up on a concern until it is resolved.
- Ability to develop collaborative working relationships.
- Ability to benefit from supervision.
- Ability to participate in team work.
- Physically capable of meeting the demands of a service role.