

We Need You!

Ombudsman volunteers are needed statewide, to help facility residents speak up for their rights. The Missouri State Ombudsman program will teach you how to advocate for residents.

Ombudsman Volunteer Qualifications:

- Is 18 years of age or older.
- Has good listening and communication skills.
- Is objective, sensitive, diplomatic and reliable.
- Completed free training and certification.
- Has transportation.
- Pass a background check.
- Must not have a family member in the assigned facility.



Benefits to Volunteering

- Connects you with others in your community.
- Increases social and relationship skills.
- Brings fulfillment to your life.
- Keeps you active which benefits your mind and body.
- Makes you feel healthier and happier.

View a video from Missouri's Ombudsmen about why they volunteer by visiting health.mo.gov/ombudsman



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Missouri's Long-Term Care Ombudsman Program



*Helping People,
Changing Lives*

What is an Ombudsman?

The word ombudsman (om-budz-man) is of Swedish origin, and means one who speaks on behalf of another. Volunteer Ombudsmen come from all walks of life. Many are retirees; others are actively employed professionals. They share a desire to make a difference in the lives of those who are elderly and/or those who have a disability.

Who are Missouri's long-term care residents?

- Many have several physical impairments and an almost total loss of independence.
- Many are fragile, vulnerable and dependent on staff for their care.
- Many have no close relatives or regular visitors.
- Many have difficulty voicing concerns to the facility and need someone to help them share their concerns, such as a volunteer ombudsman.



Advocacy across Missouri



Mission/Goals

The mission of the Long-Term Care Ombudsman Program is to provide ombudsman services to all residents of all long-term care facilities through advocacy and education.

The goals of the program are to:

- **ADVOCATE** for Resident Rights.
- **EDUCATE** residents on their rights as well as to provide community education on long-term care issues.
- **EMPOWER** residents to speak up when they feel they have no voice.

Ombudsmen achieve these goals by:

- Making sure all residents are informed of their rights as established by law.
- Empowering residents and helping to resolve all complaints at the facility through the involvement of all concerned parties.