

BECOME A
VOLUNTEER
for the
West Virginia
LONG-TERM
CARE
OMBUDSMAN
PROGRAM

MAKE A
DIFFERENCE
*in a
Long-Term Care
Resident's Life*

Legal Aid of West Virginia
Long-Term Care Ombudsman Program
Coordinator of Volunteer Services
922 Quarrier Street, 4th Floor
Charleston, WV 25301

If you would like to be a
certified volunteer
Ombudsman, or would like
someone to talk to your
organization about the
Ombudsman Program and
volunteer opportunities,
please contact:

Legal Aid of West Virginia
Long-Term Care
Ombudsman Program
Coordinator of
Volunteer Services
922 Quarrier Street
4th Floor
Charleston, WV 25301
800-834-0598 (toll-free)

WHAT DOES A VOLUNTEER OMBUDSMAN DO?

- Advocates for residents' rights and quality care in nursing homes, assisted living facilities, and similar long-term care facilities
- Monitors the long-term care system and makes appropriate recommendations for improvements
- Makes unannounced visits to facilities
- Provides information to residents as to how to address their concerns
- Provides community education

HOW CAN I HELP?

You can assist residents of long-term care facilities by becoming a trained certified Ombudsman Volunteer. After your initial training, you can visit with seniors in a facility in your area and can help to ensure that they are getting their daily needs met and their rights are protected.

WHAT KIND OF TIME COMMITMENT WILL I NEED TO MAKE?

After an initial 25-hour certification training period, you will be expected to visit the facility to which you are assigned a few hours each month.

WEST VIRGINIA LONG-TERM CARE OMBUDSMAN MISSION STATEMENT

The mission of the Long-Term Care Ombudsman Program is to enhance the quality of life, improve the level of care, protect the individual rights and promote the dignity of each senior citizen and/or person with a disability, of any age, housed in a long-term care facility.

Funding for the Long-Term Care Ombudsman Program is provided by the West Virginia Bureau of Senior Services.