

**As an Ombudsman**, after completing training, you may:

- Visit with consumers of long term care services
- Educate consumers, their families and long term care providers about Consumer Rights
- Encourage Self-Resolution
- Advocate for Residents' Rights and Quality of Care
- Promote development of Resident and Family Councils
- Investigate concerns and assist with resolution, with consumer direction  
*(additional training required)*

To **learn more** about how you can support your local **Ombudsman program**, contact your local Area Agency on Aging for **additional information** about volunteer opportunities in your community.

**The Butler County  
Area Agency on Aging  
Long-Term Care  
Ombudsman Program**

111 Sunnyview Circle, Suite 101

Butler, PA 16001

724-282-3008

**Long-Term Living Help Line:**

**1-866-286-3636**

[www.aging.state.pa.us](http://www.aging.state.pa.us)

**Pennsylvania's  
Long-Term Care  
Volunteer  
Ombudsman  
Program**



*Making a Difference  
In Long Term Care!*

## Make a Difference ... Become a Volunteer Ombudsman!

### Fact One:

60 percent of consumers residing in long term care facilities never receive a visitor

### Fact Two:

Ombudsman's visible presence in long term care facility improves Quality of Care

### Fact Three:

Routine visitation results in enhanced Quality of Life

## Have YOU Ever ...

Had a question or needed something and didn't know where to turn? What if a familiar face showed up and pointed you in the right direction? For some people it would make a major difference. You could be that difference for a person in a nursing home or personal care home/assisted living as an Ombudsman Volunteer.

**The Pennsylvania State Ombudsman's Office** is looking for volunteers, 18 years of age and older, who enjoy visiting with others, helping find answers, and have one or two hours a week available to join the Ombudsman Team.

**Ombudsman** is a Swedish word, which means **Citizen Representative**. Pennsylvania Ombudsman are trained advocates for consumers of Long Term Care Services, who help in the following ways:

- Consumer/Facility Visitation
- Consumer Education
- Mentor/Volunteer Team Leader