

*One of the greatest gifts you can give is your time..... Volunteer!*

Santee-Lynches Regional Council of Governments  
Attn: Sheila Brooks, MSW  
Regional Long Term Care Ombudsman  
39 East Calhoun Street  
Sumter, SC 29150

Through advocacy, self-empowerment, and education by the Volunteer Ombudsman Program, each resident in a long term care facility will be treated with dignity and respect and will have his or her rights and wishes honored.



### **Contact Information**

Santee-Lynches Regional COG  
Long Term Care Ombudsman Program

Serves:  
Clarendon, Kershaw, Lee and Sumter Counties

**Sheila Brooks, MSW**  
Regional Long Term Care Ombudsman



39 East Calhoun Street  
Sumter, SC 29150

**Become a**

# **V**olunteer

*connect • build • change*

*Make a Difference*



*"To the world you may be one person, but to one person, you may be the world."*

*~Mark Nolan~*

Santee-Lynches RCOG  
Long Term Care Ombudsman Program

Advocating for Quality Long-Term Care

The Volunteer Ombudsman will assist the Regional Long Term Care Ombudsman carry out the duties of the Older Americans Act of 1965.

### What services does a Volunteer Ombudsman perform?

- Make regular visits to assigned facilities to talk with residents and their families.
- Act as advocate for residents in long term care facilities.
- Observe, listen to, interact with and empower residents.
- Provide information about Residents' Rights
- Report abuse, neglect, exploitation and all problems and/or concerns to the Ombudsman or Volunteer Coordinator.
- Attend Resident and Family Council meetings at the request of council members.
- Provide general information to residents and families.

### Requirements to Be a Volunteer Ombudsman:

- Be 18 years of age or older
- Complete an application
- Complete a pre-screen interview
- Attend a classroom training
- Have a valid driver's license and transportation
- Not use controlled substances
- Pass a criminal background check
- Have acceptable verbal, listening, and writing skills
- Be available for a minimum of 2-4 hours a week to visit residents at a designated facility
- Be free from any conflicts of interest
- Not have a friend, member of your immediate family, or other relative in the facility where you serve or will serve
- Abide by the Volunteer Ombudsman Code of Ethics.
- Complete a facility orientation with the Regional Ombudsman.

*To maintain Volunteer Ombudsman certification, you must:*

- Complete 8 hours of re-certification training throughout each year of volunteer service.
- Abide by program policies and procedures.
- Consistently complete facility visits and monthly reports.

**If you are interested in becoming a Volunteer, please complete the Volunteer Ombudsman Application or complete the attached sign-up form to the right.**

### Volunteer Ombudsman SIGN-UP FORM

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

*When is the best time to contact you?*

Day \_\_\_\_\_ Time \_\_\_\_\_

Contact #: Home / Mobile

I am interested in volunteering at the following facilities:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Where needed