



**For more information or if
interested in the Volunteer
Long-Term Care
Ombudsman Program
Contact :**

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**Wyoming
Volunteer
Long-Term Care
Ombudsman
Program Guide**

Brought to you by:



Wyoming
Department
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Want to be an Advocate?

Being a Volunteer Long-Term Care Ombudsman

Program Description: A Long-Term Care Ombudsman (LTCO) seeks to improve the quality of life of residents of Long-term care facilities, nursing homes, assisted living facilities, and boarding homes. Volunteer Ombudsmen make every effort to communicate with all residents and their families. They work closely with facility administrators and staff members to improve the quality of residents' life, their health and safety. The LTCO program is governed by the federal Older Americans Act.

Time Commitment: Volunteers must be able to commit to unannounced visit to assigned facility at least one time a week for a minimum of 2 hours. Volunteers must also maintain their certification by attending all required trainings.

Minimum requirements: Must be at least 18 years old and have reliable transportation. Prospective volunteers must successfully complete a volunteer application which contains at least 2 references (non-related), a background check from a Department of Family Services central registry screening, a conflict of interest form, and an interview with the staff prior to initial certification training.

Restrictions:

A volunteer does not:

- volunteer for the facility or participate in the facility's social activities with the residents.
- develop personal friendships with residents that may affect their advocacy role.

- receive money or accept gifts
- discuss issues of confidentiality without appropriate authorization.
- perform any type of hands-on personal care.
- become involved with or make medical, legal, or financial recommendations.
- have regulatory authority, although volunteers are encouraged to work with the Office of Healthcare Licensing and Surveyors (OHLS), when they are present in the facility.
- represent the Program in public, without prior approval from the State Long Term-Care Ombudsman (SLTCO).

Responsibilities:

Volunteer LTCO responsibilities include:

- Successfully complete a 24-hour training course established by the Wyoming Office of the State Long-Term Care Ombudsman.
- Attend approximately 6 in-service trainings per year.
- Visit assigned facility once time per week on a random bases.
- Assist in the protection of residents' rights.
- Educate residents and their families about services and rights to which they are entitled.
- Establish good working relationships with the facility administrator and staff.
- Maintain confidentiality.
- Respond to referrals from the Ombudsman office.
- Refer any unresolved complaints to the Regional Long-Term Care Ombudsman serving the region.
- Support and advocate for residents who are unable to do so for themselves.