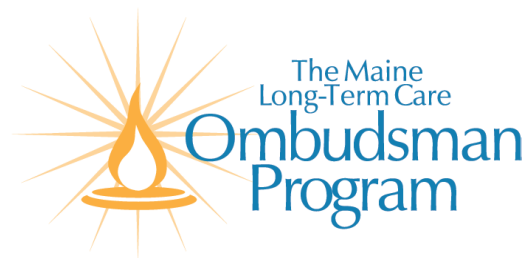




Advocates for Long-Term Care Consumers

61 Winthrop Street
Augusta, Maine 04330



Become a Home Care Volunteer **OMBUDSMAN** Your voice can make a difference

Be an advocate in your community.

The Maine Long-Term Care Ombudsman Program advocates for the quality of life and the quality of care for individuals using long-term care services in Maine. Our work —investigating and helping resolve consumer complaints —often makes the difference in helping a senior or a person with a disability remain in the community and in their home.

We also train and certify Volunteer Ombudsmen. These volunteers help us serve residents of nursing homes, residential care facilities, and assisted living facilities. They bring a broad base of personal and professional experience to their work advocating for Maine seniors.

Today we are developing a new team, the Home Care Volunteer Ombudsmen. We are training individuals to reach out to the elderly and people with disabilities who need assistance in resolving problems around the quality of, and access to long-term care services. We are looking for volunteers to work within Maine's growing ethnic and minority communities. Our goal is to recruit volunteers directly from these communities. Your voice can make a difference.



As a Volunteer Ombudsman, what will you do?

Volunteers hail from all walks of life: physicians, teachers, clergy, homemakers, nurses, to name a few. We are looking for people with compassion, tact, common sense and

a good attitude. The common and most important trait is the desire to improve the quality of life for home care consumers.

As a volunteer ombudsman, you will receive initial and ongoing training from experts in various areas of elder rights, laws and advocacy. Volunteer duties will include:

- Visiting home care consumers in their homes
- Listening to their concerns and problems while having a friendly visit
- Reporting to the Volunteer Program Manager, who will supervise and guide you as you follow through in responding to the needs of home care consumers
- Telephone outreach as needed

Your Voice. Your Community.

Members of Maine's diverse ethnic and minority communities can often best reach out to their own communities. A familiar language and understanding of cultural norms make communication easier.

As a Volunteer Ombudsman, you will:

- Receive ongoing training from experts regarding elder rights, laws, and advocacy.
- Be the eyes and ears for the Maine Ombudsman Program.
- Visit home care consumers in their homes and report back.
- Build trusting relationships with home care consumers.
- Make a one year commitment to the program.

For more information on becoming a Home Care Volunteer Ombudsman, please contact the Office of the Maine Long-Term Care Ombudsman Program at **1-800-499-0229** or go to maineombudsman.org



Maine Community Foundation photo by Lelia DeAndrade

ةعونتم لئاي لقالاو ةينثإل تاي لجال دارفا نو كي ام ابلاغ عم لصاوتلاو ديلا دم لاضفال ماقملا يف نيام ةيالاو يف ةيفاقثلا فارعال مهفتو ةفولأملا ةغلل نا ثي ح، مهتاي لاج لصاوتلا ةي لمع نالهسي

فوس، عوطتم ل م ل اظم ل ني م ا ك ت ف ص ب

- يف ءاربخ لبق نم لصاوتم ل بي ردتلا لى لع لصحت ني ن س م ل ل ةر ص ان م ل او ني ناوقلاو قوقح ل تالاجم
- ني م ا ج ان ر ب ل ةي غ اص ل ن ذأل او ةر ص اب ل ل ني ع ل نوكت (Maine Ombudsman Program) نيام ةيالاو يف م ل اظم ل
- مه ل زان م يف ةي ل ز ن م ل ا ةي اع ر ل ا ي ك له ت س م ةر اي ز ب م وقت ك ل ذ ل ع ن ير ا ق ت ل م ي د ق ت و
- ةي اع ر ل ا ي ك له س ت م ع م ة ق ت ت ا ق ا ل ع ا ن ب ل و ت ت ةي ل ز ن م ل
- ة ل م ا ك ة ن س ة د م ل ج م ان ر ب ل ا يف م ا ز ت ل ل ا ك ي ل ع ب ج و ت ي

عوطتم م ل اظم ني م ا ك طارخن ل ا ةي ف ي ك ن ع ت ا م و ل ع م ل ن م د ي ز م ني م ا ج ان ر ب ب ت ك م ب ل اص ت ل ا ل ي ج ر ي ، ةي ل ز ن م ل ا ةي اع ر ل ل م ق ر ل ا لى لع ل ج ا ل ا ة ل ي و ط ل ا ةي اع ر ل ل م ل اظم ل

1-800-499-0229

ع قوم ل ا راي ز و
maineombudsman.org

Los miembros de las diversas comunidades étnicas y minoritarias de Maine a menudo pueden llegar mejor a sus propias comunidades. Una lengua conocida y el entendimiento de las normas culturales facilitan la comunicación.

Como voluntario de Ombudsman:

- Expertos lo entrenarán con regularidad sobre los derechos de las personas de la tercera edad, las leyes y como abogar.
- Será los ojos y oídos del Programa de Ombudsman de Maine.
- Hará visitas a las casas de los consumidores de atención domiciliaria y reportará.
- Entablará relaciones de confianza con los consumidores de atención domiciliaria.
- Se comprometerá con el programa por un año.

Para mayor información de como ser un Voluntario de Atención Domiciliaria de Ombudsman, por favor comuníquese con la Office of the Maine Long-Term Care Ombudsman Program (Oficina de Atención a Largo Plazo del Programa de Ombudsman) al

1-800-499-0229
o entre a
maineombudsman.org

Xubnaha bulshooyinka isku dhafka ah ee jinsiyadeed iyo qoymiyadaha laga tira badanyahay ee Maine waxay mar kasta la xiriiri karaan isla bulshadooda. Luuqad aan kugu cusbayn iyo fahanka caadooyinka dhaqan waxay sahlayaan wada hadalka.

Mutadawac kormeer ahaan, waxaad:

- Heli doontaa tababaro soconayo oo kusaabsan xuquuqda waayeelka, sharciyada, iyo udoodida dadka oo ey bixinayaan khubaro.
- Noqoneysaa indhaha iyo dhagaha barnaamijka kormeeraha Maine.
- Guryaha ku booqan helayaasha xanaanada guryaha, akhbaar ayaadna ka keeni.
- Xiriir is aaminaad kusalaysan la sameysan helayaasha xanaanada guryaha.
- Samayn ballan qaad hal sano.

Wixi akhbaar dheeraad ah oo la xiriira noqoshada mutadawac xanaanada guryaha, fadlan la soo xiriir Xafiiska Barnaamijka Ombudsman ee Xanaanada Waqtiga dheer ee Maine

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