



Ombudsman Volunteer Qualifications:

- Is 18 years of age or older.
- Has good listening and communication skills.
- Is objective, sensitive, diplomatic and reliable.
- Complete free training and certification.
- Has transportation.
- Pass a background check.
- Must not have a family member in the assigned home.



For more information contact:

Missouri Department of Health and Senior Services
State Office of Long-Term Care Ombudsman
P.O. Box 570, Jefferson City, MO 65102
800-309-3282

health.mo.gov/ombudsman
email: LTCOmbudsman@health.mo.gov
[facebook.com/MOLTCOmbudsman](https://www.facebook.com/MOLTCOmbudsman)

An EO/AA employer: Services provided on a nondiscriminatory basis. Individuals who are deaf, hard-of-hearing, or have a speech disability can dial 711 or 800-735-2966.

BE A VETERAN'S ADVOCATE



Ombudsman:

One who speaks on behalf of another.

Mission/Goals

The mission of the Long-Term Care Ombudsman Program is to provide ombudsman services to all residents of all long-term care through advocacy and education.

The goals of the program are to:

- **ADVOCATE** for residents' rights.
- **EDUCATE** residents on their rights as well as to provide community education on long-term care issues.
- **EMPOWER** residents to speak up when they feel they have no voice.

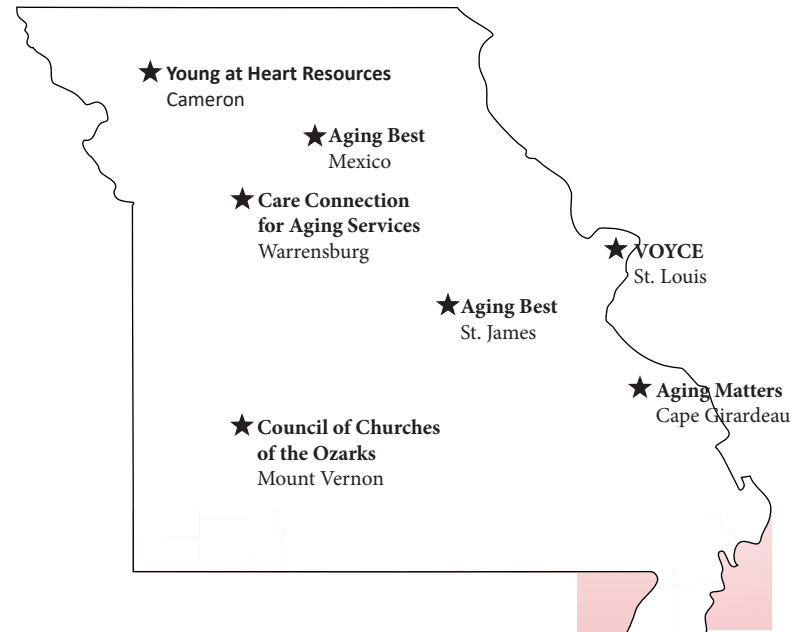
Ombudsman achieve these goals by:

- Making sure all residents are informed of their rights as established by law.
- Empowering residents and helping to resolve all complaints at the facility through the involvement of all concerned parties.
- Respecting residents wishes and solving issues to their satisfaction with their permission.
- Investigating complaints in the strictest of confidence.

Who resides in Missouri's Veterans Homes?

- Many have several physical impairments and an almost total loss of independence.
- Many are fragile, vulnerable and dependent on staff for their care.
- Many have no close relatives or regular visitors.
- Many have difficulty voicing concerns to the facility and need someone to help them share their concerns, such as a volunteer ombudsman.

To be a volunteer, contact:



Aging Best

201 W. Broadway, Bldg. 1, Suite E
Columbia, MO 65203
(573) 443-5823 or (800) 369-5211
agingbest.org

Aging Matters

1078 Wolverine, Suite J
Cape Girardeau, MO 63701
(573) 335-3331 or (800) 392-8771
agingmatters2u.com

Care Connection for Aging Services

106 W. Young St.
Warrensburg, MO 64093
(660) 747-3107 or (800) 748-7826
goaging.org

Council of Churches of the Ozarks

627 N. Glenstone
Springfield, MO 65808
(417) 862-3598
ccoazarks.org

VOYCE

8050 Watson Road, Suite 155
St. Louis, MO 63119
(314) 918-8222 or (866) 918-8222
voycestl.org
info@voycestl.org (email)

Young at Heart Resources

1304 N. Walnut, Suite 150
Cameron, MO 64429
(660) 240-9400
yahresources.org