

Volunteer Opportunities

The Carroll County office of the Maryland Long Term Care Ombudsman Program is proud to offer a unique opportunity for caring, compassionate people to reach out and make a difference in the lives of Carroll County nursing home and assisted living facility residents. Volunteers provide friendly visitation and serve as advocates for residents. As a Volunteer Ombudsman, you will be trained to advocate, help to promote residents' rights, and enhance the quality of life of long term care residents.

Responsibilities of Ombudsman Volunteers:

- Visit with residents residing in nursing homes or assisted living facilities
- Provide information to residents about their rights
- Identify, investigate, and resolve complaints made by or on behalf of residents
- Advocate for changes to improve residents' quality of life and care
- Adhere to confidentiality policies required under federal law

Qualifications / Requirements:

- 21 years of age
- Successfully complete required training
- Complete an interview
- A good listener
- Able to communicate effectively, both in writing and verbally
- Sensitive to older adults and their needs
- Open-minded and non-judgmental
- Tactful and diplomatic
- Able to work on a complaint/problem until it is thoroughly investigated and resolved or explained to the satisfaction of the resident
- Able to work as part of a team
- Minimum one year commitment requested
- Perform 4 hours of volunteer work per week

If you are interested in becoming a volunteer ombudsman, contact the Carroll County Long Term Care Ombudsman Program Coordinator at 410-386-3800.

Forms and Additional Information

The following are PDF files and will open in a new window:

[Responsibilities of a Volunteer Ombudsman](#)

[Ombudsman Code of Ethics](#)

[Confidentiality Form for Ombudsmen](#)