Make a Difference

First piloted in 1993, the Office's Volunteer Advocate Program establishes a visible presence within long-term care facilities to represent the needs and concerns of residents 60 years of age or older. After completing a 32-hour training program, advocates visit nursing facilities near their homes for a minimum of four hours each week, to address concerns on issues such as residents' rights, quality of life and quality of care, and daily activities.

Advocates play a crucial role in:

- Enhancing the quality of life of nursing home residents;
- Providing information to residents and their families about their rights, as established by law;
- Preventing abuse, neglect and exploitation of residents through consistent presence and advocacy;
- Providing support and listening to residents' concerns;
- Resolving problems within the facility;
- Empowering the residents to speak for themselves.

New Jersey L.T.C.O.

Long-Term Care Ombudsman

Volunteer **Advocate** Program

1-877-582-6995

Making a Difference through Advocacy

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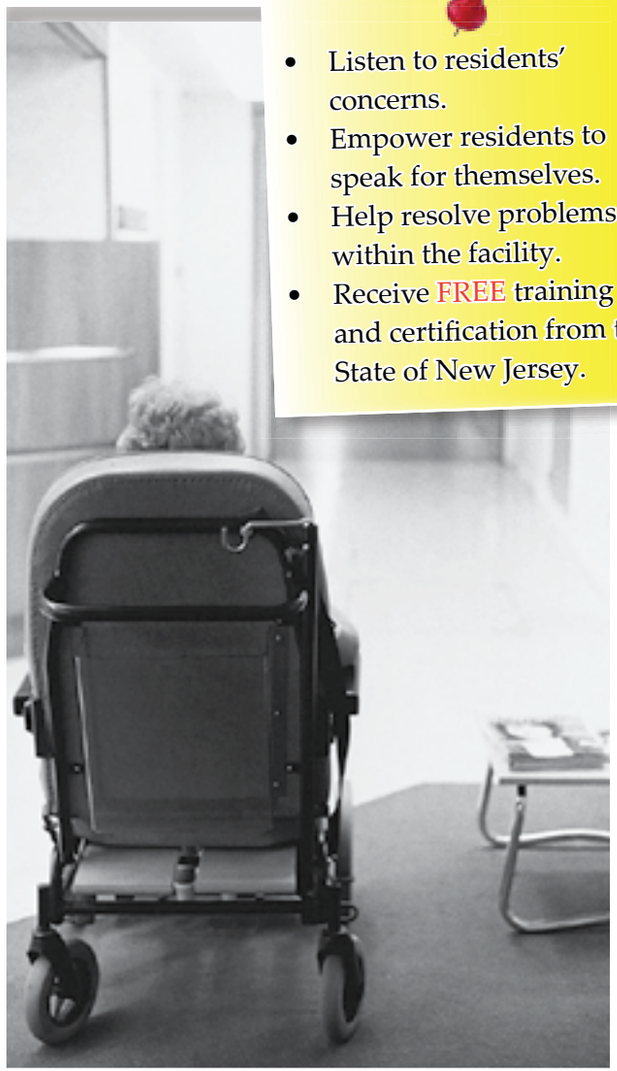
Volunteer Advocates

NEEDED

In Nursing Homes Across the State



- Listen to residents' concerns.
- Empower residents to speak for themselves.
- Help resolve problems within the facility.
- Receive FREE training and certification from the State of New Jersey.

Get Started

1. **Contact Us!**
Call the State Coordinator at (877) 582-6995 or contact your Regional Coordinator. We will be happy to speak with you regarding the program, as well as answer any questions you may have.

2. **Complete the Application**
Prospective Advocates must complete an application, participate in an interview, provide references, and consent to a criminal background check.

3. **Get Trained**
Trainings are conducted on an ongoing basis and include 32 hours of instruction.

4. **Learn the Ropes**
Advocates in training shadow an existing volunteer to gain hands-on experience in a long-term care setting.

5. **Start Advocating**
Once training is complete, State-Certified Volunteer Advocates begin their new role at a local nursing home where they visit a minimum of four hours a week. Volunteer Advocates attend quarterly meetings as part of their continuing education.

The Volunteer Advocate Program

The New Jersey Long-Term Care Ombudsman Volunteer Advocate Program helps promote the health, safety, and welfare of residents age 60 and older who live in nursing homes. Advocates help protect residents' rights and ensure quality of care by making regular visits to a local nursing home. Volunteers take on a non-adversarial role to help resolve residents' concerns as close to the bedside as possible. More than half of all residents have no living relatives, or regular visitors. Residents may require Ombudsman services to assure them of their rights, since residents are not always aware of their rights, or cannot assert them. It is the philosophy of the Ombudsman program that the presence of a Volunteer Advocate helps to prevent abuse, neglect and exploitation of the residents in long-term care facilities.

Contact Your Volunteer Advocate Program Regional Coordinator

Region I
Essex, Hudson, Morris & Union Counties
Regional Coordinator: Sue Rosenkranz
- (973) 289-7906
- sue.rosenkranz@ltco.nj.gov

Region II
Bergen, Passaic, Sussex & Warren Counties
Regional Coordinator: Clara Krever
- (201) 274-3016
- clara.krever@ltco.nj.gov

Region III
Middlesex, Mercer, Somerset, Hunterdon, & Monmouth Counties
Regional Coordinator: Beth Mané
- (732) 995-7482
- elizabeth.mane@ltco.nj.gov

Region IV
Burlington, Camden, Gloucester, Salem & Cumberland Counties
Regional Coordinator: Janet Khanlian
- (856) 630-2786
- janet.khanlian@ltco.nj.gov

Region V
Atlantic, Cape May & Ocean Counties
Regional Coordinator: Sharon Brenner-Cadalzo
- (609) 433-7888
- sharon.brenner-cadalzo@ltco.nj.gov

State Coordinator
- (609) 826-5053
- deirdre.mraw@ltco.nj.gov