

Ombudsman Program

The Regional Long Term Care Ombudsman Program investigates complaints made by, or on behalf of, residents in skilled nursing and assisted living facilities. Ombudsmen advocate for the rights of vulnerable adults living in long term care facilities by providing mediation and consultation as needed. Our staff also provides friendly visits to facilities to monitor and ensure residents have access to an Ombudsman.

Volunteer Ombudsman

The Volunteer Ombudsman Program is part of the South Carolina Appalachian Council of Governments' Regional Long-Term Ombudsman Program. Volunteers are not certified Ombudsman, but do help assist them in their duties.

Appalachian Council of Governments

Volunteer Ombudsman Program

30 Century Circle

Greenville, South Carolina, 29607

P 864.242.9733 | F 864.242.6957
info@scacog.org | www.scacog.org

Volunteer Ombudsman Program



Volunteers Improve Lives

Over 60% of the residents in long-term care facilities in South Carolina have no visitors. The lack of social contact and a support system often results in depression and an overall decline in health. Volunteer Ombudsmen provide residents encouragement by listening to their concerns, advising them of their rights, and helping them find the answers to their questions. The work of Volunteer Ombudsmen greatly reduces the sense of isolation many long-term care residents experience.

Volunteer Ombudsman

An Ombudsman is someone who protects, mediates, and advocates. The primary function of a Volunteer Ombudsman is to be a friendly face that brightens a resident's day. Volunteer Ombudsmen must participate in two half-day classroom trainings, as well as on-the-job training to be sure volunteers are equipped with the tools and knowledge they need to work with residents. The Volunteer Ombudsman program requires volunteers to dedicate at least four hours a month by visiting assisted living facilities or skilled nursing homes.



Getting Involved

To be considered as a Volunteer Ombudsman, an applicant must meet the following requirements, as well as complete an application and a background check:

- > 18 years of age or older
- > Reliable transportation
- > Good verbal and listening skills
- > Able to maintain confidentiality
- > Free from conflict of interest
- > Abide by the Ombudsman Code of Ethics
- > No criminal record

For More Information

Amanda Plumley

Volunteer Ombudsman Program Coordinator

P 864.242.9733 | F 864.242.6957
aplumley@scacog.org | www.scacog.org