



BRAZOS VALLEY COUNCIL OF GOVERNMENTS

P.O. DRAWER 4128 · BRYAN, TEXAS 77805-4128

NEWS RELEASE FOR IMMEDIATE RELEASE

9/16/2021

Contact: Shazia Sultan, Managing Local Ombudsman

Phone: (979) 595-2801, Extension 2025

Email: Shazia.Sultan@bvcog.org

Local program needs volunteers to serve as long-term care ombudsmen

Advocates empower residents in nursing homes

BRYAN, TEXAS – The Brazos Valley Long-Term Care Ombudsman Program is seeking volunteers in Brazos, Burleson, Grimes, Leon, Madison, Robertson and Washington counties to advocate for residents living in nursing homes and assisted living facilities.

Volunteer ombudsmen visit residents, identify and investigate complaints, and educate residents, families, and facility staff on protecting the health, safety, welfare, and rights of individuals living in long-term care settings. Ombudsman services are free and confidential.

Volunteers must be at least 18-years old and complete a free, 36-hour training course that includes classroom, self-study and in-facility training. No prior experience is required. Hours are flexible and determined by each volunteer. If you have one hour per week to make a difference in someone's life, please contact Shazia Sultan at (979) 595-2801, extension 2025 or Shazia.Sultan@bvcog.org for more information.

YOU

CAN HELP PROTECT
residents' rights, health
and well-being.

Be an ombudsman.



Residents in nursing homes and assisted living facilities

can face abuse, neglect and exploitation.
To make matters worse, they often
have no one in their corner to stand
up for them.

Ombudsmen advocate for residents'
rights. They help protect the quality of
life and quality of care of anyone who
lives in these long-term care facilities.

To be a volunteer ombudsman, you must

- Be at least 18 years old
- Have no conflicts of interest
- Complete certification training
- Have transportation

Volunteer hours are flexible, and no experience is required. Volunteers receive

- Free 36-hour certification course
- Ongoing support
- On-site experience during a
three-month internship
- Continuing education



For more information:

800-252-2412

ltc.ombudsman@hhsc.state.tx.us

apps.hhs.texas.gov/news_info/ombudsman/

**Local program
contact:**





BRAZOS VALLEY OMBUDSMAN PROGRAM

The Brazos Valley Ombudsman Program serves Brazos, Burleson, Grimes, Leon, Madison, Robertson, and Washington counties. We provide free and confidential ombudsman services to 20 nursing homes and 22 assisted living facilities.

A strong volunteer force helps us ensure that every resident has a voice. We need passionate and committed people in all seven counties, who can help us achieve our goal of high quality of life and care for residents in the nursing and assisted living facilities we serve.

We provide on-site and virtual training to complete Initial Certification Training and continuing education. Certified Ombudsman Volunteers are assigned to a facility, make a direct contact with residents, family members, and facility staff, and work independently on a flexible schedule.

Volunteers receive support from local staff Ombudsmen and the Office of the State Long-Term Care Ombudsman.

Contact Us:

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Brazos Valley Council of Governments
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Bryan, TX 77802
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