



Community Advisory Committee

Volunteer Job Description

Community Advisory Committees (CACs) promote and protect the rights of residents living in adult care homes and nursing facilities through regular visitation to long term care facilities in the county.

Terms of Service

- Apply through the **Clerk of the County Commissioners** or Ombudsman office
- All committee members are **trained and designated by the NC Office of the Ombudsman Program** and then appointed by the County Commissioners.
- Members of these committees must **reside within the county** that the committee serves
- Members must be able to **travel to each Long-Term Care Facility** in the county in part with an assigned sub-committee.
- They must be able to **visit a facility and effectively communicate** with the resident’s family, and facility staff.
- Have **access to computer and internet** for ongoing training purposes.
- Be available to **serve an average of ten (10)** hours per month, both visiting and completing trainings.

Training

- Initial **orientation and field training** of 36 hours
- Demonstrate **Continuing Education of 18 hours annually**.
- As a Representative of the Office, must represent the program in a **good faith performance** of their duties as a CAC member.

Responsibilities

- Quarterly and/or Annual **Official Visits** to residents in either adult care homes or nursing homes with an assigned committee.
- Complete **friendly visits, activity visits** as often as possible, **complaint visits** as needed.
- Provide information to the public about long-term care.
- **Attend quarterly business meetings** and complete continuing education hours
- **Submit documentation** regarding activities, visits, complaints and training.

Conflict of Interest – An individual cannot serve if they or any family members:

- Have a **financial interest** in a home served by the committee.
- Are an **employee or a governing board** member of a facility.
- Have an **immediate family member** in the type of home served by the committee.

Immediate family is defined as mother, father, sister, brother, child, grandmother, grandfather, and in-laws.

For more information contact:

**Centralina Area Agency on Aging
Ombudsman Program**

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