

OMBUDSMAN VOLUNTEER RULES & GUIDELINES

The Ombudsman Volunteer must observe the following requirements to participate in the OKLAHOMA OMBUDSMAN PROGRAM as a CERTIFIED OMBUDSMAN VOLUNTEER:

1. Complete and sign an Ombudsman Volunteer application form and conflict of Interest statement;
2. Complete the two-day Ombudsman Volunteer training program and be certified by the State Ombudsman Program staff;
3. Accept supervision by the Ombudsman Program Supervisor of the Area Agency on Aging;
4. Respect privacy and confidentiality. The volunteer must not disclose information regarding any complainant or client's name, condition or situation, except to the Ombudsman Supervisor or the State Ombudsman staff without the written permission of the complainant, client or legal representatives. Secure supervisory approval before any release of information;
5. Commit a minimum of two (2) hours per week to your Ombudsman Volunteer responsibilities;
6. Attend monthly Ombudsman Volunteer meetings for continuing education, program updates and group supervision;
7. Submit monthly reports to your Ombudsman Program Supervisor at the Area Agency on Aging;
8. Be available to the residents of the facility in which you are volunteering, to hear their concerns and to assist them with problem solving. Follow through on problems;
9. Meet with the facility administrator to establish and maintain a cooperative working relationship. Be familiar with the policies and procedures which the facility has established for its operation;
10. Be clear in your role. As an Ombudsman, you are in the facility as a advocate on behalf of the residents, not as an auxiliary volunteer for the facility. Do not perform any direct care services (such as lifting or feeding residents) while in the facility as an Ombudsman.