

Office of Ombudsman for Long-Term Care

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Office of Ombudsman for Long-Term Care

Minnesota Board on Aging

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Volunteer Advocate Orientation & Assignment Verification for Volunteer Designation

Volunteer Advocate _____

Regional Ombudsman _____

I have participated in the following classroom orientation & assignment visit.

Classroom Orientation

Required under Minnesota Ombudsman statute

- Ombudsman Program Overview
- Role of the Ombudsman & Volunteer Advocate
- Nursing Home, Home Care, Hospice & Hospital Patient Bill of Rights
- Client Confidentiality
- Vulnerable Adult Act

Additional Orientation Topics

- Review of Resource Manual
- Volunteer Program Policies & Procedures & Forms
- Visiting Residents & Responding to Problems/Concerns
- Resources for volunteers and consumers

Assignment Visit

- Met with NH Administrator or HWS Director & introduced to key staff
- Tour
- Received information about assigned residence, ombudsman program forms & ombudsman calling cards & volunteer calling cards (where applicable)

Classroom Orientation Date(s) & # of Hours _____

Assignment Visit Date & # of Hours _____

I have been assigned to:

(Nursing Home ____ or Housing With Services residence ____)

City and County

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I agree, as a Volunteer Advocate with the Office of Ombudsman for Long-Term Care, to:

- Maintain the confidentiality of relationships with residents in accordance with state and federal law for the Ombudsman Office and abide by the consumer bill of rights.
- Perform my duties as a volunteer at a minimum of six hours monthly to include the items checked:
 - Assist residents in solving problems or concerns by working with appropriate staff and/or the ombudsman.
 - Develop a basic understanding of long-term care services and regulations in order to function as a resource to residents and families.
 - Visit my assigned residence on a regular basis to meet and befriend residents, provide information about resident rights and distribute ombudsman brochures and consumer resources about long-term care.
 - Meet with new residents and/or their family members to inform them of the ombudsman program and services.
 - Make contact with resident and family council leaders and seek permission to participate as appropriate.
 - Participate in the survey process by attending resident group interviews and exit conferences as assigned and report results to the ombudsman.
 - Respond appropriately to concerns and/or incidents that arise while in the facility by contacting the appropriate staff and/or the ombudsman.
 - perform other duties as assigned and arranged by the ombudsman:

- ❑ Follow the duties and commitments outlined in the Volunteer Position Description.
- ❑ Complete and submit monthly forms to the ombudsman supervisor.
- ❑ Obtain a total of twelve (12) hours of continuing education/training per year.
- ❑ Abide by the rules of the residence and be cooperative with the employees.

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I understand, that as a Volunteer Advocate with the Office of Ombudsman for LTC, I will:

- ❑ Receive a training manual at completion of my orientation that will serve as a reference for information, the code of ethics and policies and procedures that I will need to perform my job duties.
 - ❑ Receive reimbursement for approved expenses.
 - ❑ Complete monthly Activity form & Resident Problem-Solving form, when applicable.
 - ❑ Receive a nametag.
 - ❑ Have the opportunity to attend regular continuing education/training events scheduled by my ombudsman supervisor.
 - ❑ Have the opportunity to attend the annual statewide volunteer training.
 - ❑ Have regular contact with regional ombudsman for discussion of assignment.
 - ❑ Be designated yearly, upon compliance with program requirements and the completion of a minimum of 12 orientation & training hours per year (prorated for new volunteers the first year depending on date of assignment.)
 - ❑ Be respected for my skills, dignity and individual needs to better serve residents.
 - ❑ Be treated as an equal partner with program staff, jointly responsible for completing the mission and vision of the Office of Ombudsman for LTC.
 - ❑ Receive acknowledgment and recognition of my volunteer contributions.
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Volunteer Advocate Signature

Date

Regional Ombudsman or Volunteer Coordinator Signature

Date

Office of Ombudsman for Long-Term Care
1-800-657-3591