

Annual Volunteer Recertification Process

(Guidance for Regional Ombudsmen)

Unless otherwise noted, all documents needed by an RO for a recertification are on VOP Share at: \\darkstar\userdata\VOP Share\Volunteer Information\Agreements Certifications and Recerts\Volunteer Recertification\For RO's

1. **Volunteer self-assessment sent with cover letter by Volunteer Coordinator** at beginning of month in which volunteer is due for recertification.
 - letter asks volunteer to fill out self-assessment and return to RO before meeting with RO.
 - RO calls and schedules appointment to meet with volunteer sometime during the month recertification is due.

2. **RO reviews self-assessment** and think about areas volunteer needs to improve, as well as positive feedback for volunteer.
 - Positive feedback might include reviewing cases the volunteer worked on during the past year and pointing his or her accomplishments.
 - Use Ombudsmanager generated statistics to determine level of activity. (View reports in Ombudsmanager on the volunteers complaints and activities for the year.)
 - Check total number of hours volunteer has given at \\darkstar\userdata\VOP Share\Volunteer Information\Volunteer Hours
 - Check yearly meeting attendance by volunteer at \\darkstar\userdata\VOP Share\Volunteer Information\Monthly Meetings (FY08 meet attendance, FY09 meet attendance)

3. **Meet with volunteer.**
 - Review self-assessment, vol job description, and annual volunteer agreement.
 - Review inservice attendance.
 - Talk about manual maintenance and remind volunteer to use manual as a resource.
 - Review confidentiality and conflict of interest provisions.
 - Find out what volunteers need / set goals / make a plan to address needs.
 - Talk about increasing visibility and time spent in facility. Give suggestions for tasks / projects for volunteer to work on.

*****Get new yearly agreements signed.***** (\\darkstar\userdata\VOP Share\Volunteer Information\Agreements Certifications and Recerts\Volunteer Recertification\For RO's)

AFTER MEETING WITH VOLUNTEER:

- Save any notes you make about meeting (ie: goals, plans) in your RO volunteer file.
- Keep a copy of the Volunteer Self-Assessment form in the file also.
- Send the signed volunteer agreements to the Volunteer Coordinator. (Keep a copy for yourself if you like.)
- Send a copy of the completed Volunteer Self-Assessment form to Volunteer Coordinator.

1/09

- Let Volunteer Coordinator/Jackie know of any concerns that need to be addressed.