VIII.

RESOURCES

In addition to the templates in this toolkit we’ve provided state examples in case your state program or host agency does not have standard intake documents. For additional information or examples, visit the “Getting Started” [page](http://ltcombudsman.org/omb_support/volunteer/getting-started) of the Volunteer Management section of the NORC website (click on Support, then Volunteer Management, then Getting Started) and [Chapter 1 Compendium-Recruitment](http://ltcombudsman.org/uploads/files/library/Compendium-Recruitment.pdf) ([chapter](http://ltcombudsman.org/uploads/files/library/Compendium-Recruitment.pdf), [appendices](http://ltcombudsman.org/library/resources_references/ombudsman-compendium/recruitment-appendices)) of the [NORC Compendium](http://ltcombudsman.org/library/resources_references/ombudsman-compendium).

**Application Forms**

Georgia: <http://ltcombudsman.org/uploads/files/support/GA-long-application-form.pdf>

Oregon: <http://www.oregon.gov/LTCO/Pages/Volunteering-.aspx>

**Background Check Information**

California: <http://ltcombudsman.org/uploads/files/support/Exhibit_8-F_Criminal_Record_Statement-_LIC-508B.pdf>

Iowa: <http://ltcombudsman.org/uploads/files/support/background-check-finding-acknowledgement-form.pdf>

Oregon: <http://ltcombudsman.org/uploads/files/support/OR-_DAS_DHS_Vol_background_check.pdf>

Minnesota: <http://ltcombudsman.org/uploads/files/library/MN-crim-check-overview.pdf>

Code of Ethics

National Association of State Long-Term Care Ombudsman Programs (NASOP) <http://nasop.org/ethics.htm>

National Association of Local Long-Term Care Ombudsmen (NALLTCO) <https://nalltco.weebly.com/uploads/2/3/1/4/23140720/nalltco_code_of_ethics_for_ombudsmen.pdf>

**Conflict of Interest (COI)**

Iowa: <http://ltcombudsman.org/uploads/files/support/vop-application.pdf>

Minnesota: <http://ltcombudsman.org/uploads/files/support/mn-declared-conflict-of-interest-form_0.pdf>

Oklahoma: <http://ltcombudsman.org/uploads/files/library/OK-conflict-form.pdf>

Texas:

* <http://ltcombudsman.org/uploads/files/support/tx-coi-screening-form.pdf> (COI Screening Form)
* <http://ltcombudsman.org/uploads/files/support/tx-coi-ident-remedy-removal.pdf> (COI Identification, Removal and Remedy Form)

**Interview Questions**

Iowa:

* <http://ltcombudsman.org/uploads/files/support/vop-phone-interview-script.pdf> (interview script)
* <http://ltcombudsman.org/uploads/files/support/vop-phone-interview-form.pdf> (interview form)

Oregon: <http://ltcombudsman.org/uploads/files/support/or--interview-questions.pdf>

**Job Description**

Oregon: <http://ltcombudsman.org/uploads/files/support/or--vol-description.pdf>

**Statement of Confidentiality:**

California: [http://ltcombudsman.org/uploads/files/support/Exhibit\_8-C\_Pledge\_of\_Confidentiality\_\_for\_Ombudsman\_Trainees-Representatives-S006(12-07).pdf](http://ltcombudsman.org/uploads/files/support/Exhibit_8-C_Pledge_of_Confidentiality__for_Ombudsman_Trainees-Representatives-S006%2812-07%29.pdf)

Georgia: <http://ltcombudsman.org/uploads/files/support/GA-Confidentiality-Agreement.pdf>

Utah: <http://ltcombudsman.org/uploads/files/support/UT-confid-agrmt.pdf>

**Volunteer Program Management Tools**

Hawaii: <http://ltcombudsman.org/uploads/files/library/HI-volunteer-checklist.pdf> (screening and training checklist)

New Hampshire: <http://ltcombudsman.org/uploads/files/support/nh--certification-tasks-competencies-check-list.pdf>

Washington: <http://ltcombudsman.org/uploads/files/library/WA-program-standards.pdf> (standards)