

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](#) of the Volunteer Management section of the NORC website (click on Support, then Volunteer Management, then Getting Started) and Chapter 1 Compendium-Recruitment ([chapter](#), [appendices](#)) of the [NORC 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-](http://ltcombudsman.org/uploads/files/support/Exhibit 8-C Pledge of Confidentiality for Ombudsman Trainees-Representatives-S006(12-07).pdf)

[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(12-07).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)