

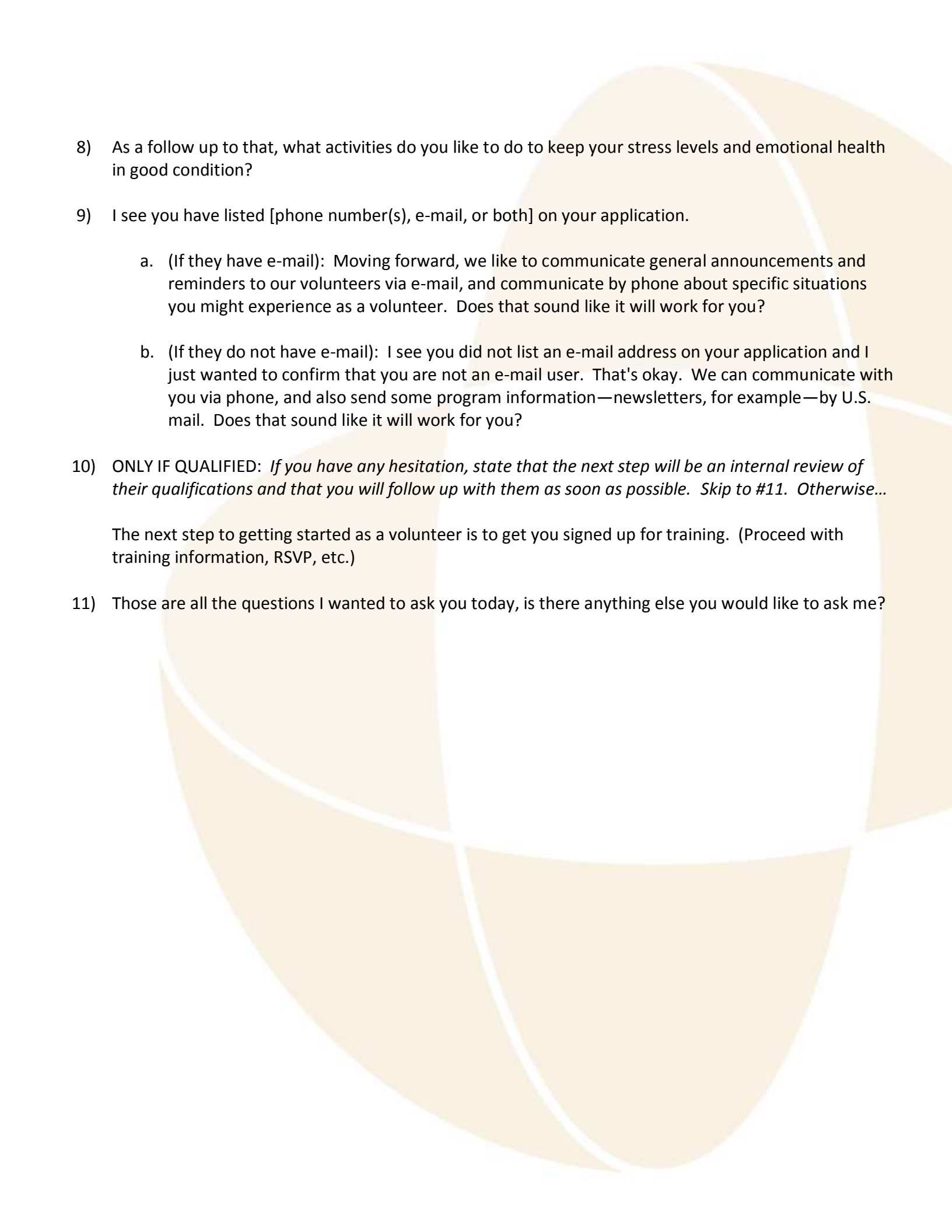
### **VOP Coordinator Script: VOP Initial Telephone Screening**

*If at any time the applicant expresses information that would disqualify them from being a Volunteer Ombudsman (unidentified conflict of interest, etc.) you may graciously conclude the interview immediately.*

*Depending on the responses provided in the application, you may take some time at the beginning of the phone interview to seek additional clarification.*

*Record all responses in corresponding sections of the VOP Initial Telephone Screening form.*

- 1) I see from your application that your past volunteer opportunities include...
- 2) What motivated you to apply for our volunteer program?
- 3) What are your expectations for serving as a Volunteer Ombudsman—is there anything you hope to get out of it and what do you think the experience will be will for you?
- 4) After training and certification, our volunteers are assigned to a long-term care facility near their home community. They spend a minimum of three hours per month visiting the facility, interacting with residents, and making observations. They try to identify resident concerns and work cooperatively with facility staff and/or our staff to resolve those concerns. Each month, our volunteers send us a summary of their visits. Does that sound close to what you had in mind?
- 5) I'd like to talk about some of the qualities we look for in our volunteers. One of the most important aspects of our program is that our volunteers maintain the confidentiality of residents. Can you describe how you have been able to maintain confidential information in the past (personally or professionally)?
- 6) Another important aspect of our program is being a good advocate for the residents and promoting their rights. We try to resolve concerns based on what the resident wants, and sometimes what they want may differ from what the family or facility wants—or even what we might think is the best decision—nevertheless, we advocate for what the resident wants. Can you tell me about a time in your past where someone close to you wanted to make a choice you didn't agree with, or perhaps if you've had to follow a rule/policy you didn't agree with? How did you handle that conflict?
- 7) We want to talk about the circumstances of serving in a long-term care environment as well. Most residents are there because of some decline in their physical or cognitive state, and it can be upsetting for some people to see adults in a frail condition. Also, their condition might impact how they communicate with volunteers from one visit to the next—it might not always be consistent. We also hope our volunteers will build rewarding relationships with residents, and it can be emotional if a resident further declines or passes away. So given that this can be part of the volunteer experience, do you feel like you could be an effective volunteer in that environment?

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- 8) As a follow up to that, what activities do you like to do to keep your stress levels and emotional health in good condition?
- 9) I see you have listed [phone number(s), e-mail, or both] on your application.
- a. (If they have e-mail): Moving forward, we like to communicate general announcements and reminders to our volunteers via e-mail, and communicate by phone about specific situations you might experience as a volunteer. Does that sound like it will work for you?
  - b. (If they do not have e-mail): I see you did not list an e-mail address on your application and I just wanted to confirm that you are not an e-mail user. That's okay. We can communicate with you via phone, and also send some program information—newsletters, for example—by U.S. mail. Does that sound like it will work for you?
- 10) **ONLY IF QUALIFIED:** *If you have any hesitation, state that the next step will be an internal review of their qualifications and that you will follow up with them as soon as possible. Skip to #11. Otherwise...*

The next step to getting started as a volunteer is to get you signed up for training. (Proceed with training information, RSVP, etc.)

- 11) Those are all the questions I wanted to ask you today, is there anything else you would like to ask me?