

VOLUNTEER OMBUDSMAN TRAINING

Initial Curriculum Topics:

- 1: History, Role and Need for Ombudsman**
- 2: Normal Aging Processes and Common Illnesses**
- 3: Communication Skills including Validation**
- 4: Assisted Living and Nursing Home Regulations**
- 5: Residents' Rights**
- 6: Complaint Investigation: How to...**
- 7: Legal Issues/Referrals**
- 8: Documentation/Other/Closing**

Each session is designed as a three hour class. The curriculum topics were taken from the Washington CERTIFICATION TRAINING MANUAL and THE OMBUDSMAN COMPREHENSIVE CURRICULUM. The Curriculum is reviewed and adjusted following each training session to reflect the needs of the volunteer.

Mentoring:

Following the completion of classroom studies, the Volunteers are mentored one on one. Mentoring includes routine visits to four nursing homes and at least four assisted living facilities (chosen to show large, small, good and bad facilities). Each volunteer has the chance to observe how to introduce oneself as an ombudsman, how to receive concerns/complaints, how to follow up on these concerns and document them in reports.

Monthly Meetings

Monthly meetings of one to three hours are held so we can give the Volunteer Ombudsmen the support they need by answering questions, passing on new information which concerns their work, and working out any problems that they may have encountered. If they need informational handouts, we provide them. At the meeting, the volunteers turn in their monthly reports to be data processed. Throughout the month, the Volunteers are encouraged to call us about any problem or complaint that they may need help with.

MENTORING PROTOCOL

Before Visiting Any Facility:

1. Review past routine visits and concerns.
2. Review Staff names and Titles (Administration, Activities, Social Services and Director of Nursing).
3. Wear name badges with large font. (Lanyards with clip-on badges make easier reading for residents in wheelchairs).
4. Carry only a pen and small note pad.

Leaving Office:

- Note Mileage

Upon Arrival to Facility:

1. Note the Time
2. Check in with the Administrator, Director of Nursing or Social Service.
3. Introduce Volunteer in-training.

Routine Visit Protocol:

1. Check Staffing numbers
2. Check for Advocates/Ombudsman Poster
3. Check for Activities
4. Check for Menu/choices
5. Check for Resident's Rights poster

Visiting a Resident:

1. Knock on door and ask for permission to enter the room.
2. Introduce self and Volunteer Ombudsman trainee.
3. Give the resident a card or flyer.
4. Explain the Ombudsman Program (In brief understandable language)
5. Engage in positive conversation
 - How are you enjoying your stay?
 - How is the food? Do you have a good choice?
 - Does the staff treat you well? Do they knock on the door before they come in?
 - Is your call light answered in a timely manner?
 - Etc.
6. If a problem arises, ask permission to talk it over with appropriate staff.
7. If there are no problems, thank the resident for the visit, ask permission to visit again and move on to the next room.
8. Visit common areas, activity, dining, and therapy rooms. Visit with the residents as you notice problem areas.

Exit Protocol:

1. **Meet privately with administrator, D.O.N., or Social Services.**
2. **Give positive feedback for all the good things you have noted.**
3. **Review any complaints or concerns.**
4. **Review facility complaint and resolution process.**
5. **Thank Staff for time.**
6. **Make a note of time of exit.**

Upon Return to Office:

1. **Note mileage.**
2. **Write Routine Visit Report**
3. **Open or close Complaint files as appropriate.**
4. **Write Complaints.**
5. **Write Consultations.**
6. **File in secure files.**