

KIPDA District, Kentucky Ombudsman Program

(Letter used to follow up telephone calls from people seeking information about volunteering with the LTCOP.)

To: *****
From: ***** ***, Volunteer Coordinator
Date: *****
Subject: Volunteer Long-Term Care Ombudsman Program

*****, it was good talking with you today. I appreciate your interest in our volunteer program of advocacy for residents living in long-term care facilities. I look forward to meeting you in person.

Enclosed is information concerning the program and an application for acceptance into the program. After you have read the material, please call me with any questions. If you are interested, please complete and return the application. Upon receipt of your application, we will need to arrange for a personal interview with the District Ombudsman and myself.

The process for becoming a Certified Volunteer requires 18 hours of classroom training provided at no cost and the shadowing of an ombudsman in a facility. Upon completion of the training, a multiple choice certification test is given on the material covered in the training manual. Application is then made to the state for certification that authorizes volunteers to investigate complaints. After certification, volunteers are assigned to a particular nursing home and are expected to make regular weekly visits lasting two to four hours. As part of the training, volunteers are given instructions in the proper way to report volunteer activities and hours. Monthly in-service meetings are held and volunteers are expected to attend at least three of these meetings during the year. Volunteers are asked to make a minimal one-year commitment to working in the program. Staff support from the District LTCO Office is always available to assist volunteers with any issues they may encounter.

The next training session is tentatively scheduled for June 15, 22, and 29. Sessions are from 9:00 AM to 4:00 PM. Training is held at *****.

Volunteers in our program experience the satisfaction of playing a significant part in a great effort to meet the deep needs of some of the frailest and most vulnerable people in our society. I encourage you to seriously consider joining our efforts to improve the quality of care and the quality of life for nursing home residents.

Sincerely,

***** ***, Volunteer Coordinator
KIPDA District LTCOP, Louisville, KY