

***LTCO Program Standards
Volunteer Management***

TOPIC	BASIC	EXEMPLARY	NOTES
Recruitment	<ul style="list-style-type: none"> • Program will use at least three means to advertise for new Ombudsman • Adhere to non-discrimination clause and Job description is closely adhered to • Respond timely to interested persons including sending volunteer application, volunteer job description, letter of introduction etc. • Program recruits and trains enough volunteers annually to replace volunteers who leave and /or increase volunteer base as budget allows. 	<ul style="list-style-type: none"> • Advisory Council or other service organization works with Ombudsman program to advertise and recruit volunteers. • Mass media techniques such as TV Spots, Public Service Announcements, Internet etc. are used. • Speaker Bureau is developed to give presentations to service groups. • Regional office sponsors orientation meeting for potential volunteers. • Potential volunteers are exposed to LTC facility and Ombudsman role during period waiting for next training 	

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<p>Screening</p>	<ul style="list-style-type: none"> • Each volunteer will be interviewed by a panel with a minimum of one Advisory Council Member & the Regional Ombudsman • All applicants must submit an application and authorize a criminal history check • Criminal History Checks must include possible alias or be done by the Washington State Patrol. The applicant must be free of any disqualifying crimes. (Procedural Memo re Internet Checks) • A minimum of two references will be checked. • Screening will be completed before volunteer attends the Certification Training. • Possible areas of conflict of interest will be identified and addressed • Successful candidates will meet qualifications of the Job Description • Volunteers sign a confidentiality statement upon acceptance into the program. Need to develop a statement 	<ul style="list-style-type: none"> • Statewide guidelines that assures screening volunteers for essential qualities e.g. uniform interview questions for screening, basic reference check questions, Job description etc. 	

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<p>Training</p>	<ul style="list-style-type: none"> • Volunteers complete the certification training authorized by the State Ombudsman office • Volunteers receive the specialty training required by the WAC. • Volunteer attends 6 in-service meetings a year and/or comparable education. • Program offers at least 10 in-service meetings a year for volunteers. • Volunteers are encouraged to attend statewide volunteer events and other training opportunities. 	<ul style="list-style-type: none"> • Volunteers are offered additional training opportunities beyond the monthly in-services. • Program pays for volunteers to attend relevant community educational opportunities. • Volunteers are used to train other volunteers. • A newsletter or website is developed to keep volunteers updated with information and program news. • State devises checklist and regulations to assure confidentiality 	

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<p>Placement</p>	<ul style="list-style-type: none"> • Volunteers are placed in facilities that best meets the needs of the residents, facility, volunteer, and Ombudsman Office. • Regional Ombudsman or Staff introduces new Volunteers to owner/administrator and other lead staff. (May include introductions to residents when small facility such as AFH.) • Inexperienced AFH Ombudsmen are introduced to a minimum of the first two facilities. • Experienced volunteers may introduce self to a facility with discretion of the Regional Ombudsman. • Volunteers change assignments if they are no longer effective in a facility. • Introductory meeting to the assigned facility includes things such as, chain of command, access after hours, possible scheduling for other introductions to key groups, identification of key contacts, clarifying Ombudsman Role. • Volunteers are assigned facilities within a reasonable time after training. • Facilities are contacted when a volunteer's assignment is changed. 	<ul style="list-style-type: none"> • Volunteers visit the different types of facilities with experienced volunteers before assigned to their own facility. • Volunteer opportunities are developed to use volunteers' additional skills or keep volunteers active when different role is needed. • Volunteer positions are developed that give leadership role in supporting other volunteers. • Volunteers receive in depth specialty training when assigned to specialty homes. • Volunteers are placed geographically, so they are a part of the neighborhood. 	

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Supervision	<ul style="list-style-type: none"> • Regional Office has contact with each assigned volunteer at least once a month and the Regional office is aware of the Ombudsman’s activities. (Contact includes reports and/or consultation) • New volunteers receive consultation regarding ombudsman duties and process during first three months of assignments. • Volunteers submit monthly activity reports on time. • Volunteers appropriately documents cases and consultations, and report these to the regional office. • Volunteers will keep all information, records and files relating to complaints or investigations, confidential unless the resident, their legal representative or a court order authorizes disclosure. • Regional office will keep a current list of volunteers, which is submitted to the State Ombudsman office when requested. • Volunteers are prepared for court or legislative hearings (with assistance of state office and/or legal services). • Volunteers are able to access the Regional Ombudsman through phone (i.e., message, pager, etc.) and are responded to in a timely manner. • Volunteers are made aware of upcoming trainings, meetings, and other events. • Volunteers have opportunities to report critical issues, trends, and best practices to Regional LTC staff. • Regional Ombudsmen notify volunteers of policy changes or new policies when instructed by the state office via PIM’s. 	<ul style="list-style-type: none"> • Appointed volunteer leaders such as mentors and coordinators will routinely communicate with Regional Ombudsman or staff. • Appointed volunteer leaders will understand role as support under guidance role versus supervision responsibilities of the Regional Ombudsman. • Volunteer leaders are trained and appointed to instruct and mentor others. • Support Groups are held regularly. • Intranet site is utilized. • Newsletter is distributed on regular basis. • Volunteers contact each other. 	

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<p>Evaluation</p>	<ul style="list-style-type: none"> • Regional Ombudsman develops & implements an evaluation process using state criteria annually. • The Regional Ombudsman implements the statewide recertification process. • Following an evaluation corrective action is taken with a volunteer or staff when necessary. Action may include additional training, assignment change, suspension or de-certification. • The Regional Ombudsman evaluates a volunteer who is no longer effective or is not performing their assigned duties and the problems are addressed. • Volunteers are annually recognized formally for their efforts • Regional Staff meets with each volunteer within six months and annually after that to discuss progress. • Volunteer has opportunity to evaluate the program. 	<ul style="list-style-type: none"> • Annually the Regional Ombudsman visits the facility with the ombudsman to observe performance and receive input from residents. • Volunteers take additional training to qualify for re-certification. • Volunteers are evaluated after three months of placement, and every year after. • Community attends an annual recognition for the volunteers. 	

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De-Certification	<ul style="list-style-type: none"> • A LTC Ombudsman can resign at anytime and gives a written notice of their decision and reason for resignation. • A volunteer who is de-certified is made aware of the grievance procedure. • The State LTC Ombudsman finalizes de-certification. • Volunteer turns in ID badge <i>and relevant documentation</i> upon leaving the program. • Leave of absence occurs when volunteer informs Regional Ombudsman. For an extended leave (3 or more months) I.D. badge is collected until volunteer returns. • Volunteer may return to program if leaves in good standing and approved by Regional Ombudsman. Re-certification required after six months of absence. 	<ul style="list-style-type: none"> • The Regional Ombudsman does a formal exit interview with the resigning Ombudsman to evaluate the program policies and procedures. • Facility is notified of volunteer leaving. 	