



**LTCOP Volunteer Management:
Model Materials and Sharing of Best Practices (webinar)**

May 31, 2017

The following responses came from participants listening to the May 31, 2017 webinar on intake and recruitment of volunteers. One of the issues discussed was what happens when the “wrong” person is brought on board as a volunteer.

What’s the worst thing that can happen if you have the wrong person serving as an Ombudsman Representative in your program?*

- **Time and energy in training**
- **Residents no longer trust your program**
- **Potential damage to the reputation of the program**

* Wrong person: not adhering to the rules of confidentiality; not listening to the resident’s wishes.

Listeners were asked to describe a volunteer that is not the “best fit” for the program:

Someone who has a "vendetta" out for a facility. This will be reflected in their work as an Ombudsman, even if they do not know or have history with a facility.

A former lobbyist.

Someone looking to wear too many hats.

Someone who struggles to communicate professionally with residents and staff.

A person who has a vendetta against nursing homes in general, looking to close them down!

Acting like they are part of the facility staff/residents. Making themselves at home there eating, etc.

Conflict of interest, angry at the home for personal reasons, non-listener.

Impatient, unreliable individuals.

Someone with a score to settle. Someone who thinks they have too much authority. Someone who does not keep information confidential. Someone who cannot focus on the job when they're on the job.

Salesman for real-estate or insurance....

Someone that is geared more towards the facility versus resident. A personal vendetta against facilities due to issues that happened to their loved one.

Someone who is "out to get" the community/administrator. Vigilante out to get even.

Someone who is applying to volunteer to gain some personal benefit, versus doing it to help the residents.

Someone who is worried that they want everyone to like them.

Someone with a vendetta against nursing homes or a particular nursing home.

Someone with their own agenda.

The person that doesn't have the "right stuff": our program brought aboard a volunteer ombudsman that got connected early in the experience with a citizen advocacy group that does not have respect for the ombudsman guidelines and the volunteer got corrupted.

The wrong person would be one with a police "I, the man" mentality.

Those who are not reliable enough to follow up or visit the facility.

Volunteer has family or friend in facility; want to volunteer to fix facility; facility suggests volunteer for Ombudsman Program to visit in their facility.

We don't want someone who wants to be an inspector: mainly checking on items that surveyors would be investigating.

Judgmental; hesitates to act.

Person wanting to do activities and entertainment.

Not empathetic; person planning to become employed in a facility.

This input was then followed by examples of characteristics volunteer managers said their most effective volunteers have and what they look for when meeting potential volunteers (provided by members of the Ombudsman Volunteer Management Listserv in 2016).

Good Characteristics

- ability to make friends (helps build a cohesive group)
- **caring**
- committed to the mission
- compassionate
- **curious**
- creative/thoughtful problem solvers
- **dedication**
- dependability
- **desire to learn/enhance their skills**
- eager to help others
- **empathetic**
- empowered to help
- **ethical**
- good communicator
- **Good listener**
- inquisitive
- **interested**
- non-judgmental
- **passionate**
- patient
- **persistent, persuasive**
- relates well
- **reliable**
- responsible
- **seeks support**
- takes initiative
- **trusting**
- understanding