

# **Arkansas LTC Volunteer Ombudsman Presentation**

Presented by:

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# Laying the Foundation

- Developing the training manual
  1. Form committee from all interested parties. Ex. AARP, Advocate Groups, Alzheimers Association, Experts on Volunteerism, Nursing home association, Family Council representative and resident council representatives.

# Criteria for completing certification

- Application process
- Interviewing recruits
- Reference checks and background checks
- Classroom training = 8 hours
- Essential in a rural state that you go to where the people are
- Share the training with Regional and coordinators, bring in outside speakers on aging physicians, nurses. Certification and enforcement for nursing home regulations.
- Exam or reflections of the day.

# Continue certification

- 12 hour practicum
- 2 hours with the Regional
- 8 hours by self
- 2 hours with the Regional
- Regional makes recommendation for certification to the State LTC Ombudsman.

# Maintaining Volunteers

- Monthly report to regional then to state
- Quarterly trainings at the local level.
- Open to attend state training on a quarterly basis.
- Annual Volunteer Recognition banquet
- To include Awards of Service to each volunteer
- Door prizes

# Maintaining continue & And expansion

- 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> trophies for recruitment and hours provided
- Grand award of Arkansas LTC Ombudsman Royce Haigwood Outstanding Volunteer LTC Ombudsman award.
- Local level Volunteer Coordinators
- State Certified Volunteer Ombudsman Instructor

# Conclusion

I feel that the over all success of the volunteer level of the Ombudsman program stems from laying the foundation with a strong curriculum, establishing and building relationships with the local programs, supporting the local Volunteer Coordinators for they are the frontline of this part of the program, recognition of all involved with the program and as the State Ombudsman constantly being the head cheerleader.

- -bottom line is that it takes all of these elements on a continuing basis to begin, maintain and carry on this essential part of the ombudsman program that provides the needed eyes and ears that we need in order to ultimately achieve the best services for our nursing home citizens.