

# Balancing Ombudsman and Volunteer Coordinator Duties!



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# Balancing Ombudsman and Volunteer Coordinators Duties!

## *Route of Progression*

### **1. RATIONALE FOR VOLUNTEER PROGRAM** *(6000 beds)*

*The Volunteer Program has been established to better facilitate the ongoing Ombudsman Program through the development of volunteers who have residents at heart, and desire to see that all residents of nursing homes, assisted living facilities, and boarding homes receive fair and quality treatment.*

## 2. Volunteer Coordinator Development Three Major Factors:



A. Functional knowledge and protocols of the State Ombudsman Program as it specifically relates to the Local Ombudsman Program.

B. Certified Volunteer vs. Non-Certified Volunteer

C. Paid Staff vs. Volunteer Staff

### **3. Ombudsman Representative Program was born!**

*They will serve as Friendly Visitors, and Community Educators as well as Representatives of the Ombudsman Program.*



## **4. Mission Statement for Ombudsman Representative Program**



***In order to assist the  
Community Long-Term Care  
Ombudsman Program for Jefferson County  
in the following areas;***

***Routine Visits  
Community Education***

***The program will educate volunteers in an initial mandatory training course, and provide support and on-going training through out the year so that each representative will be capable of performing his or her duties to the best of his or her abilities.***

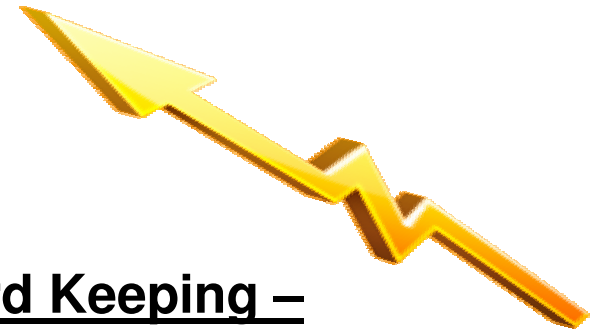
## **5. Division of Responsibilities:** **Ombudsman Representative Coordinator**

**Ombudsman Paid Staff:** (2)

**(Planning - Training – Monitoring - Record Keeping –  
Contacts - Evaluation)**

**Ombudsman Volunteer Coordinator:** (1)

**(Planning – Training – Fund raising for banquets,  
appreciation, awards, etc.)**





# Our Representatives

- **Focus Group:**

Professionals

Varying levels of experience in long-term care – presently not employed in long-term care.)

Retirees

- **Recruitment:**

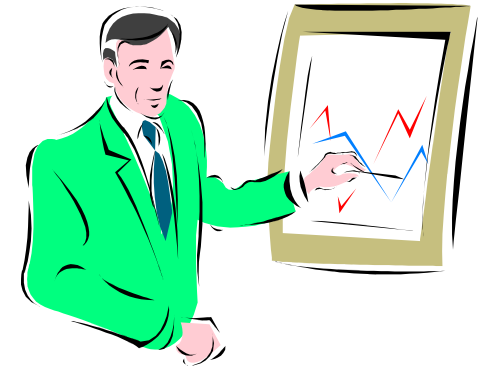
AAA newsletter, local publications (newspapers, community info. materials, flyers at community and health fairs, brochures, etc.

- **Application:**

Must be completed by each person applying to our training program.

- **Training:**

**Must be attended on a Saturday  
(TBA) from 9:00 am to 3:00 pm  
with Ombudsman Staff.**



- **Monitored Visits: 3**

**Must be completed with Ombudsman Staff.**

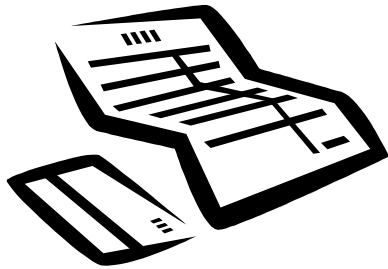
**Visits:**

**Must be in facilities at least twice per month/more often when possible.**



- **Reporting:**

**Must complete short forms and send to office at the end of the month. Report any complaints or concerns to the Ombudsman as soon as possible.**



- **Follow-up:**

**Must report complaints, concerns, or issues to be investigated by the Certified Ombudsman Staff. The Ombudsman staff also stays in contact with the Representatives through phone calls, e-mails, announcements, birthday cards, monthly or as needed.**

# Representative Responsibilities



**1. Conduct friendly visits!**

**2. Inform residents and family members concerning resident rights!**

**3. Work with family councils!**

## **Responsibilities- continued**

- 4. Communicate with residents and family members as to how to reach the certified ombudsman!**
- 5. Conduct community education after training!**



## Summary! Adding It All Up!



- 1. Planning Consistently!**
- 2. Balanced Organization!**
- 3. Division of Responsibilities!**
- 4. Training Manual!**
- 5. Follow-up!**