



Office of the State Long-Term Care  
**OMBUDSMAN**  
Established within the Iowa Department on Aging

Jessie Parker Building  
510 E 12th Street, Ste. 2  
Des Moines, IA 50319  
P: 515.725.3333 | F: 515.725.3313 | 866.236.1430  
www.iowaaging.gov

March 5, 2015

[REDACTED]  
[REDACTED]  
[REDACTED]  
Dear [REDACTED]

We regret to announce that we will not be able to renew your certification as a Volunteer Ombudsman. This letter serves as our acknowledgement and confirmation of your departure from the Volunteer Ombudsman Program. At the time of departure, a volunteer's certification is considered to be canceled. Without certification, a former volunteer is no longer a representative of the Office of the State Long-Term Ombudsman.

At this time, we would ask you to destroy any notes or written information in your possession pertaining to your facility visits. Appropriate methods of destruction would be shredding or burning.

We would appreciate a timely return of your Volunteer Ombudsman Program materials, bag, and supplies to our office. You may do this via mail to 510 E. 12th Street, Des Moines, IA, 50319.

We thank you for your previous service in the program, and wish you the best in the future.

Sincerely,

Sarah Hinzman  
Volunteer Ombudsman Program Coordinator

cc:

Deanna Clingan-Fischer, State Long-Term Care Ombudsman  
[REDACTED] Local Long-Term Care Ombudsman  
[REDACTED] Local Volunteer Coordinator  
[REDACTED] Administrative Assistant – Office of the State Long Term Care Ombudsman  
[REDACTED] Secretary – Volunteer Ombudsman Program  
[REDACTED] Volunteer Point of Contact [REDACTED]



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March 5, 2015

[REDACTED]

Dear [REDACTED]

This letter serves to inform you that the Volunteer Ombudsman assigned to your facility, [REDACTED] will not be continuing [REDACTED] service with our program. A copy our confirmation of [REDACTED] departure from our program is enclosed for your reference.

At the time of M [REDACTED] orientation, you received a poster with [REDACTED] name and picture on it. You may now remove and destroy that poster.

Enclosed is an updated poster reflecting that at this time, [REDACTED] is the only Volunteer Ombudsman assigned to [REDACTED] Local Long-Term Care Ombudsman, [REDACTED] will soon be in touch to schedule a facility orientation for [REDACTED] at the facility.

Thank you for supporting the Volunteer Ombudsman Program.

If you have any questions, please contact me at [sarah.hinzman2@iowa.gov](mailto:sarah.hinzman2@iowa.gov) or 515.657.1479.

Sincerely,

Sarah Hinzman  
Volunteer Ombudsman Program Coordinator

cc:

[REDACTED] Local Long-Term Care Ombudsman

↑  
specific  
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circum-  
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**Volunteer Ombudsman Recertification Evaluation**

Volunteer Name: \_\_\_\_\_  
 Completed by: Sarah Hinzman, \_\_\_\_\_ Date: 02/20/2015

**Completed by Assigned Volunteer Coordinator:**

**1. PROFESSIONALISM:**

	Agree	Neutral	Disagree
Understands purposes and goals of Volunteer Ombudsman Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understands and complies with confidentiality in resident relationship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits sincere interest and enthusiasm towards residents and work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Comments:**

I think \_\_\_\_\_ has missed the mark in terms of how to meet the goals of the VOP, the primary goal being protecting the rights of residents through advocacy. \_\_\_\_\_ spent too much of \_\_\_\_\_ time in the facility trying to get to know staff on a personal (rather than professional) level, and observing staff and residents to excess. \_\_\_\_\_ seemed to fall short of being an effective Volunteer Ombudsman when it came to interacting with residents, building a trusting relationship, being the voice for residents that have concerns, and finally attempting to resolve those concerns. It comes down to a lack of effective communication and relationship building. I think \_\_\_\_\_ started to become a little disenchanted with the role when he began to see how this lack of effectiveness impacted \_\_\_\_\_ ability to get results.

**2. RESPONSIBILITY:**

	Agree	Neutral	Disagree
Makes reliable visits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submission of monthly reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pays attention to detail in reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Comments:**

\_\_\_\_\_ was very consistent with \_\_\_\_\_ visits and always submitted a report. The level of information provided in the reports lacked consistency from month to month, however. Sometimes they were incredibly detailed with many extra pages of notes that were not always relevant to volunteer role (i.e. personal information about staff), and sometimes they were blank. \_\_\_\_\_ did adjust \_\_\_\_\_ report notation style after a couple months of feedback from VOP staff.

3. EFFECTIVENESS:

	Agree	Neutral	Disagree
The volunteer welcomes opportunities to learn information or procedures that will make work more effective	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Willing to ask questions when in doubt	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Investigates and communicates all pertinent facts	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Follows VOP policies and procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates good judgment in investigation resolution process	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Comments:

██████ is observant and can identify issues, but ██████ was not consistent in being able to work with residents and families as their advocate to offer/provide assistance, investigate the issues, and work with the facility to seek a resolution to the resident's satisfaction. ██████ sometimes welcomed opportunities to help make ██████ work more effective, but other times ██████ could be resistant. Although ██████ was a consistent presence at the facility, I think ██████ let ██████ frustration with the process overpower ██████ ability to learn, improve, and persevere through challenging circumstances.

Benefits to staff from working with this volunteer are

██████ contributed a lot of time to this program: 39 visits totaling 111.55 hours. This is far above and beyond what we ask of our volunteers as a minimum. While this is very admirable, for the amount of time invested we expected that much experience to amount to more effectiveness in terms of ability advocate for residents. We received concerns about ██████ effectiveness from residents and staff, most of which corroborate with our experiences and observation as well.

Benefits to program from this volunteer's skills, experience and knowledge are

After a year of working with ██████ in the VOP, it is my belief that this is not the right volunteer opportunity for ██████. That being said, I would encourage ██████ to seek out local volunteer opportunities that are more autonomous in nature--where ██████ can work independently and have a lot of latitude in ██████ approach to the tasks assigned.

Additional Comments from Local Long-Term Care Ombudsman:

██████ was very good at making visits and spending time at the facility and attending resident council meetings. I would have thought there would have been more complaints noted on ██████ reports as a result. ██████ reports proved ██████ was good at observing issues within the facility but there was not anything noted as to the action taken and ultimate outcome. Several months he reported that families were wanting to start a family council. As a volunteer ombudsman, it would have been appropriate for ██████ to initiate this with the help of the facility or to make sure the point of contact was informed of the issue. In the situations where I referred a concern for ██████ to look into ██████ was timely in getting out to the facility but not timely in reporting the outcome back to me (relating to the doctor issue in the skilled unit). I appreciated ██████ commitment in wanting to help residents and how dedicated ██████ was. ██████ was also very willing to learn about the long term care system as ██████ attended trainings on ██████ own and read material I emailed to ██████