

## Volunteer Ombudsman Shadowing

Name of VO: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Facility: \_\_\_\_\_ Completed by: \_\_\_\_\_

**Resident Visits:**

VO knocks on residents' door before entering	
VO announces self and role if needed	
VO smiles and is friendly	
VO gets on the residents level	
<p>Taking Complaint:</p> <ul style="list-style-type: none"> <li>• VO collects as much information as possible</li> <li>• VO is empathetic, understanding, and professional</li> <li>• VO keeps questions open-ended</li> <li>• VO seeks resident permission to share complaint with POC</li> <li>• VO provides reasonable expectation for follow-up</li> </ul>	
<p>VO makes proper plans to investigate concern</p> <ul style="list-style-type: none"> <li>• What would those plans be?</li> <li>• Talking with other residents, sharing with POC, observation, etc.?</li> </ul>	

**Observations (if applicable):**

Environment/Safety	
Resident Care	
Quality of Life	
Dietary	
Resident's Rights	

**Interactions with Staff and POC:**

VO checks in and out of facility with POC and/or reception	
VO acts in a professional manner	
VO is friendly and approachable	
When sharing concerns, VO speaks calmly and directly, relying on specific, factual statements	
VO has resident's permission to share concerns	
VO advocates for the resident's resolution	
VO and POC have clear expectations for next steps regarding resident concern(s)	
VO introduces self to staff, if necessary	

**Other comments:**