Annual Alamo and Bexar AAA

Volunteer Ombudsman Program Evaluation 2015

As a Volunteer Ombudsman, you are an essential component to the success of the Ombudsman Program. Your responses to the following questions will help us to make our program more effective. Please be as complete and honest as you can. All of the information collected will be kept strictly confidential.

Name ___________________________ Date __________

1) What do you find most rewarding about your Ombudsman work? (Check all that apply)
   - Case Resolution □ Interacting with Facility Staff
   - Interacting with Residents □ Interacting with Program Staff and Volunteers
   - Interacting with Families of Residents □ Inservices on Long-term Care
   - Reporting Monthly Activities □ Interacting with Resident/Family Councils
   Other (Please Specify) ________________________________

2) What do you find least rewarding about your Ombudsman work? (Check all that apply)
   - Case Resolution □ Interaction with Facility Staff
   - Interacting with Residents □ Interacting with Program Staff and Volunteers
   - Interacting with Families of Residents □ Inservices on Long-term Care
   - Reporting Monthly Activities □ Interacting with Resident/Family Councils
   Other (Please Specify) ________________________________

3) To what extent do you, as a volunteer, believe you are effective at the facility you serve:

   With the Residents? (Circle one) Not Effective  Somewhat Effective  Very Effective
   With Family Members? (Circle one) Not Effective  Somewhat Effective  Very Effective
   With Staff and Administration? (Circle one) Not Effective  Somewhat Effective  Very Effective

   If Not Effective, Please explain
   ________________________________

4) What do you believe to be the most difficult part of your Ombudsman duties?
   ________________________________
5) Do you receive the support from the Ombudsman program/staff to do your work effectively?

No  Somewhat  Yes

What additional support is needed?

6) Does the information you receive in training provide you with the knowledge and skills to do your work as an Ombudsman?

No  Somewhat  Yes

Please explain:

7) What was the most interesting training you attended this year? What was the least interesting training you attended this year?

Most  Least

8) Would you like to be an Ombudsman Volunteer Mentor?

Yes  No

9) In order to best assist you in your role as Ombudsman, please recommend types of training which would be most helpful:

10) Overall, how would you rate your Ombudsman experience?

Not Satisfied  Satisfied  Very Satisfied

11) Would you recommend becoming an Ombudsman Volunteer to others?

Yes  No (if no, please explain):

12) Please offer any other thoughts or suggestions you may have regarding improving the effectiveness of the Ombudsman Program.