



**The National Long-Term Care
Ombudsman Resource Center**

Technical Assistance (TA) Talk

Volunteer Management

December 15, 2021

Welcome!

NEW Technical Assistance (TA) Talks

- Informal, quarterly calls on specific topics.
- Hosted on Zoom and livestreamed on Facebook
- Opportunities to learn from your peers and receive technical assistance
- Ideas for topics? Email ombudcenter@theconsumervoice.org



NEW Certificates of Participation

- Assist representatives in achieving their annual in-service training/continuing education.
- Must participate in live Zoom training for at least 30 minutes.
- Certificate will include name, training details, and amount of time on webinar.
- FAQs - https://ltcombudsman.org/omb_support/training/certificates



Housekeeping...

- Please do not unmute your line unless you raise your hand, and we call on you.
- You can only ask questions via audio or chat on Zoom, not via the Facebook livestream.
- You can submit questions in the chat at anytime and we will try to address them during the discussion.
- Please complete the evaluation using the link provided in chat and the closing slide after the call.



Please type in ...

Where are you located (city and state)?



How long you have managed volunteers?

Agenda

Welcome

Presenters:

- **Alianne Sipes**, Long-Term Care Ombudsman, Davis County, UT Health Department
- **Kellie Miller**, Volunteer Services Supervisor, State of Wisconsin, Board on Aging and Long-Term Care

Discussion

Resources

Utah Ombudsman Program

- Decentralized program
- 12 local programs covering 29 counties
- 347 LTC facilities; 21,203 beds
- 1 State Ombudsman
- 27 staff Ombudsmen equaling 9 FTEs

Davis County

- 3rd largest county
- 38 facilities; 2433 beds
- 2 FT Ombudsmen; 7 volunteers

Recent Highlights

- 5 volunteers recruited during the pandemic
- Focus on creating individualized volunteer opportunities
- Volunteers help build and shape the volunteer program

Volunteer Match Listing

Help seniors in need - become a Senior Advocate! 

DAVIS COUNTY OMBUDSMAN PROGRAM



I Want to Help

20 people are interested

Help seniors in long-term care facilities by becoming a Senior Advocate in the Ombudsman Program! Advocate for seniors living in nursing homes and assisted living facilities. Tour facilities and visit with senior residents. Work with residents and staff of facilities to assure residents rights are recognized. Become part of the solution by serving the largest population of seniors in Utah! On-the-job training provided! Create your own schedule. Learn about the various programs and services available to seniors in our area. This is a great opportunity for student and senior volunteers alike. Make a difference in someone's day!

<https://www.volunteermatch.org/search/opp3243060.jsp>

Question for the Group

- How do you manage data entry when not all staff and/or volunteers have access to enter their own activities and cases into the database?

Alianne Sipes

Local LTC Ombudsman

Davis County, Utah

801-525-5060; ASipes@co.davis.ut.us

State of Wisconsin Board on Aging & Long Term Care Volunteer Ombudsman Program

- Rock-solid, respected and robust State program that began in 1994 to strengthen the Ombudsman Program services
- Under the State Ombudsman : All staff and Volunteers have specific classifications and must strictly adhere to the State Authority 16.009, Federal Ombudsman Rule 45CFR 1324, as-well-as, section 712 of the Older Americans Act
- One Supervisor with five regional Volunteer Coordinators covering 32 of 72 counties
- 100 Plus volunteers averaged annually serving residents in skilled nursing homes – as of today 94 certified volunteers

Best Practices: Our Successful Volunteer Program

Volunteer Coordinators specialize in

- Outreach, education and recruitment, with various media
- Thorough screening- privilege to be a volunteer
- Conducting training in compliance with Administration of Community Living (ACL) standards for certification
- Supporting and guide volunteers to advocate, empower & report
- Recognition of volunteers routinely and annually
- Communication liaison between Volunteers and Ombudsmen

Best Practices: How we Successfully Stayed Connected

Volunteer Coordinators build and maintain relationships:

- Monthly care calls to nursing homes with assigned volunteers
- October Residents Rights and voting materials and letter with photo of their Volunteer Ombudsman
- Routine care calls with each volunteer and potential volunteer
- Monthly virtual in-services/coffee klatches with subject matter experts
- Monthly virtual or in-person resident council meetings & resident visits
- Annual agency newsletter
- Holiday project- volunteer recipe book



VOLUNTEER OMBUDSMAN PROGRAM

**You can be an
advocate for nursing
home residents.**

- Empower them
- Listen to them
- Be their voice
- Protect their rights

*Improve lives,
one visit at a time.*



Volunteer opportunity. Advocates needed.

**Call today for information
1-800-815-0015**

CENTRAL OFFICE

State of Wisconsin
Board on Aging and Long Term Care
Volunteer Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001

website longtermcare.wi.gov
email boaltc@wisconsin.gov

Board on Aging and Long Term Care
Volunteer Ombudsman Program

1-800-815-0015

longtermcare.wi.gov

Best Practices: Overcoming Obstacles

Volunteer Coordinator challenges: Acceptance of potential volunteers

- Not passing the Background Information Disclosure
- Potential and Actual Conflicts of Interest
- Lack of follow through on paperwork
- Not wanting to volunteer during pandemic
- Staying within boundaries

Thank you for participating in the session today

Kellie Miller
Volunteer Services Supervisor
State of Wisconsin
Board on Aging and Long Term Care
1402 Pankratz St. Suite 111
Madison, Wisconsin 53704
1-800-815-0015
Kellie.Miller@Wisconsin.gov

DISCUSSION AND QUESTIONS

RESOURCES

Join our LTCO Volunteer Management Network Listserv!

- NORC has created a free, private listserv for Ombudsman programs that manage volunteers. The purpose of this listserv is to promote discussion among your peers and share challenges and successes regarding Ombudsman program volunteer management.
- NORC staff will respond to questions and highlight resources, as appropriate. The group is only open to Ombudsman program representatives that manage volunteers.
- It is not open to volunteer Ombudsman program representatives, family members, residents, or facility staff. We encourage you to join the listserv and connect with your peers across the country.
- To join, contact [Carol Scott](#), Ombudsman Specialist, National Long-Term Care Ombudsman Resource Center.

NORC Volunteer Management Resources

- https://ltcombudsman.org/omb_support/volunteer
- [Getting Started](#)
- [Program Management](#)
- [Volunteer Training](#)
- [Volunteer Recognition and Retention](#)
- [Volunteer Management Conference Calls/Webinars](#)
- [Volunteer Opportunities](#)

Volunteer Long-Term Care Ombudsman Program

Representative Intake Toolkit

- This intake toolkit is designed to assist Long-Term Care Ombudsman programs with the application and screening process for potential volunteer Ombudsman program representatives. The toolkit includes several templates that Ombudsman programs can adapt to meet their individual program requirements.
- View the full toolkit as a [PDF](#)

LETTER TO PROSPECTIVE VOLUNTEER OMBUDSMAN PROGRAM REPRESENTATIVE

Dear _____,

Thank you for your interest in serving as a volunteer Long-Term Care Ombudsman program representative. Volunteer Ombudsman program representatives provide invaluable advocacy with and for residents in long-term care facilities in their local communities. You would join the over 7,000 designated volunteer Ombudsman program representatives that greatly enhance long-term care resident access to the Ombudsman program's services across the country.

The Long-Term Care Ombudsman Program (LTCOP) was established in the Older Americans Act in 1978, following a demonstration project which began in 1972. Each state has a State Long-Term Care Ombudsman program and most states train and designate volunteers to carry out the duties of the program. Our agency, _____, began its Ombudsman Program in _____ and our program supports _____ residents living in _____ nursing homes and _____ assisted living facilities, [add other settings as appropriate].

Ombudsman program representatives advocate with and for individuals residing in nursing homes, assisted living facilities, and other types of residential facilities. Volunteer Ombudsman program representatives receive training and support to visit residents at an assigned facility, provide information about their rights, assist them (upon their request) with their complaints, and submit reports reflecting their activities and case work. Our volunteers are expected to visit residents in their assigned facility _____.

VOLUNTEER RECRUITMENT STEPS

- **PLAN** – Have a recruitment activity plan.
- **Target** – Target a specific area.
- **DATES** – Determine the Dates of training.
- **MEETING SPACE** – Locate meeting space for the two-day training.
- **RECRUIT** – Recruit in a variety of ways.
- **MAIL PACKETS** – Mail out packets to persons interested in being trained within two weeks of receiving a response which includes:
 - A warm “thank you for your interest” letter, giving them information about the training and/or telling them you will be back in touch soon; and
 - A brochure, fact sheet, or any other information you want to share about the Ombudsman Volunteer program.
- **PREPARE MATERIALS** – Prepare your training materials, including:
 - Manuals – Have enough sets on hand. one for each person;
 - Handouts – have copies for all participants;
 - Paper for note taking – announce no writing in manuals;
 - Pencils or pens.
- **TRAINING CHECKLIST** – Use checklist for setting up a training.

You Can Make a Difference in Someone's Life Today!

- ✓ Help to investigate and report problems or complaints about care or services received in a long-term care facility
- ✓ Share information and provide consultation to family members and the public on long-term care issues
- ✓ Work with facility staff, community organizations, resident and family councils, and advocacy groups to ensure that Hawaii's kupuna receive quality long-term care



Volunteer to be an Ombudsman Today

WHY VOLUNTEER?...

"You make a living by what you get. You make a life by what you give."

~ Winston Churchill

Credentialed volunteers are trained to assist the State Long-Term Care Ombudsman to protect the rights of residents

To learn more or request an application, call (808) 586-7291 or email lynn.niitani@doh.hawaii.gov



Be a voice for Hawaii's kupuna residing in a long-term care setting

Long-Term Care Ombudsman Program

Hawaii Department of Health
Executive Office on Aging
250 S. Hotel St., Ste. 406
Honolulu, Hawaii 96813-2831
(808) 586-0100
health.hawaii.gov/eoa/



Contact Information

Carol Scott, NORC Ombudsman Specialist

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Alianne Sipes, Long-Term Care Ombudsman

Davis County, UT Health Department

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(801) 525-5056

Kellie Miller, Volunteer Services Supervisor

State of Wisconsin, Board on Aging and Long-Term Care

Kellie.Miller@Wisconsin.gov

(608) 246-7008





Your input matters!

Please complete the evaluation by copying/pasting the link from the chat box or writing this link into your url -

<https://www.surveymonkey.com/r/dec-15-ta-talk>



The National Long-Term Care Ombudsman Resource Center

Connect with us:

www.ltcombudsman.org



The National LTC Ombudsman Resource Center



@LTCombudcenter



Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

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