



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

# **COVID-19 Recovery and Reentry: TA Open Dialogue Webinar Series – Volunteer Recruitment and Training**

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April 27, 2021

# Welcome!



- Use the Q&A feature for questions for the speakers.
- Use the chat feature to submit comments or respond to questions from speakers or other attendees.
- Please complete the evaluation questionnaire when the webinar is over.

# Have a question? Use the Q&A or Chat box.



## Question & Answer

The Q&A window allows you to ask questions to the host and panelists. They can either reply back to you via text in the Q&A window or answer your question live.

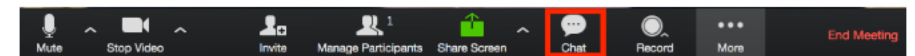
1. Click Q&A to open the Q&A window.
2. Type your question into the Q&A box. Click **Send**.

A screenshot of the Zoom Q&A window. The title bar says 'Q&A'. The main area contains the text 'You have no question.' Below this is a text input field with the placeholder text 'What happens when I raise my hand?'. At the bottom left is a checkbox labeled 'Send Anonymously', and at the bottom right is a blue 'Send' button.

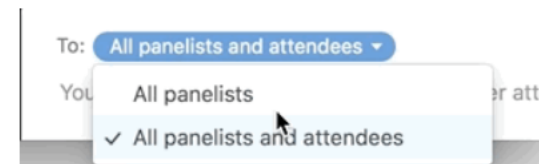
## Chat

The in-meeting chat allows you to send chat messages to and send a message to the host, panelists, and attendees (if permitted).

1. Click **Chat** to open the in-meeting chat.



2. The chat will appear on the right side of your Zoom window if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen as needed.
3. To change who you are chatting with, click the drop down beside **To:**.



4. Type your message and press **Enter**.

# Top Five Traits to Look for in Your Next Volunteer

- Recruit Passionate People
- Recruit Committed People
- Recruit Reliable People
- Recruit People with Leadership Skills
- Recruit Team Players

<https://www.volunteerhub.com/blog/top-five-traits-to-look-for-in-your-next-volunteer/>



# Poll Question 1

- Are people interested in volunteering able to sign up electronically?
  - Yes
  - No

# Ohio LTCOP: Beverley Laubert and Mary Book

## **Beverley Laubert, *State Long-Term Care Ombudsman***

Beverley has been an ombudsman for thirty-three years, including twenty-six as the State Long-Term Care Ombudsman in Ohio. She holds a Bachelor of Arts in Gerontology from Kent State University and a Master of Arts from The Ohio State University's John Glenn College of Public Affairs, with an emphasis in strategic leadership and long-term care.

## **Mary Book, *Volunteer Coordinator*, Region 7 LTCOP**

Mary is the Volunteer Coordinator for the Ohio Area Agency on Aging, District 7. She has been a member of the AAA7 Ombudsman team since 2010 when she became a volunteer Ombudsman Associate. She then joined the staff in 2014 as a part time Ombudsman Assistant and became a certified Ombudsman Specialist in 2015. Prior to joining the Ombudsman team, she worked at the U.S.S.A. Senior Center as the Outreach Coordinator and as a Home Health Aide.

These encounters with the elder population inspired her to want to help this age group. Mary retired from the State of Ohio after 31 years of service. She began her career with the Department of Administrative Services as a Data Entry Supervisor and then moved on to the Department of Youth Services (DYS). She held various positions during her ten years with DHS and retired as the Management Analyst Supervisor for the Reception Center. After six months of retirement, DHS called her back into service and she worked as a Records Auditor for the department for another three years. Mary volunteers at The Potter's House Ministries working as a resource counselor.



# ombudsman

**Expect Excellence in Your Care**

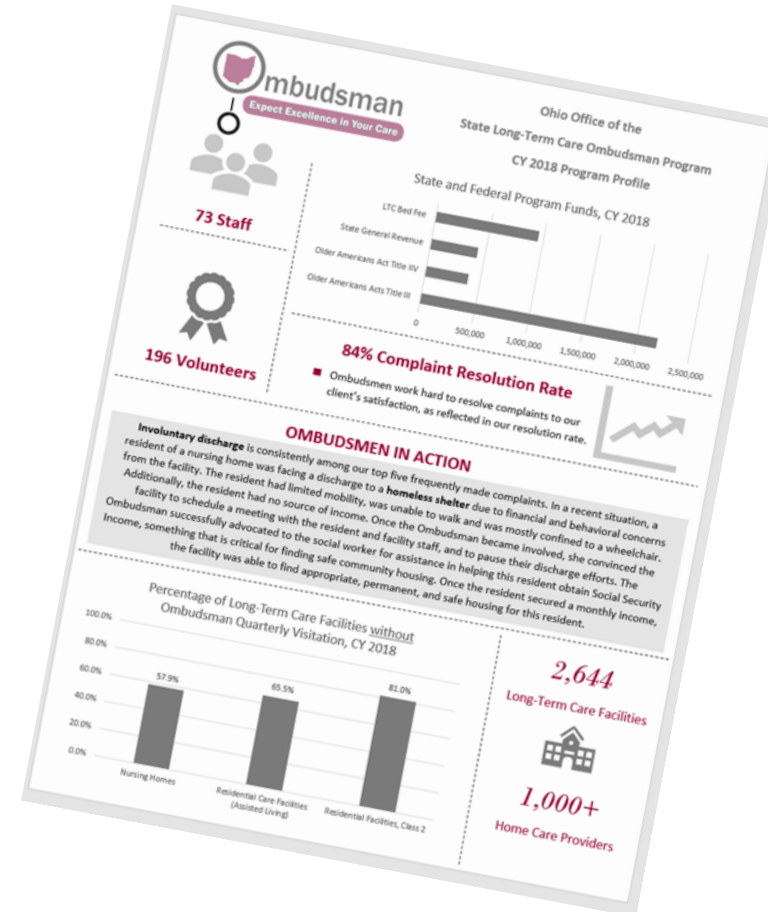
## **Building & Sustaining a Corps of Volunteers**

April 27, 2021

[Ombudsman.ohio.gov](https://ombudsman.ohio.gov)

# Investment

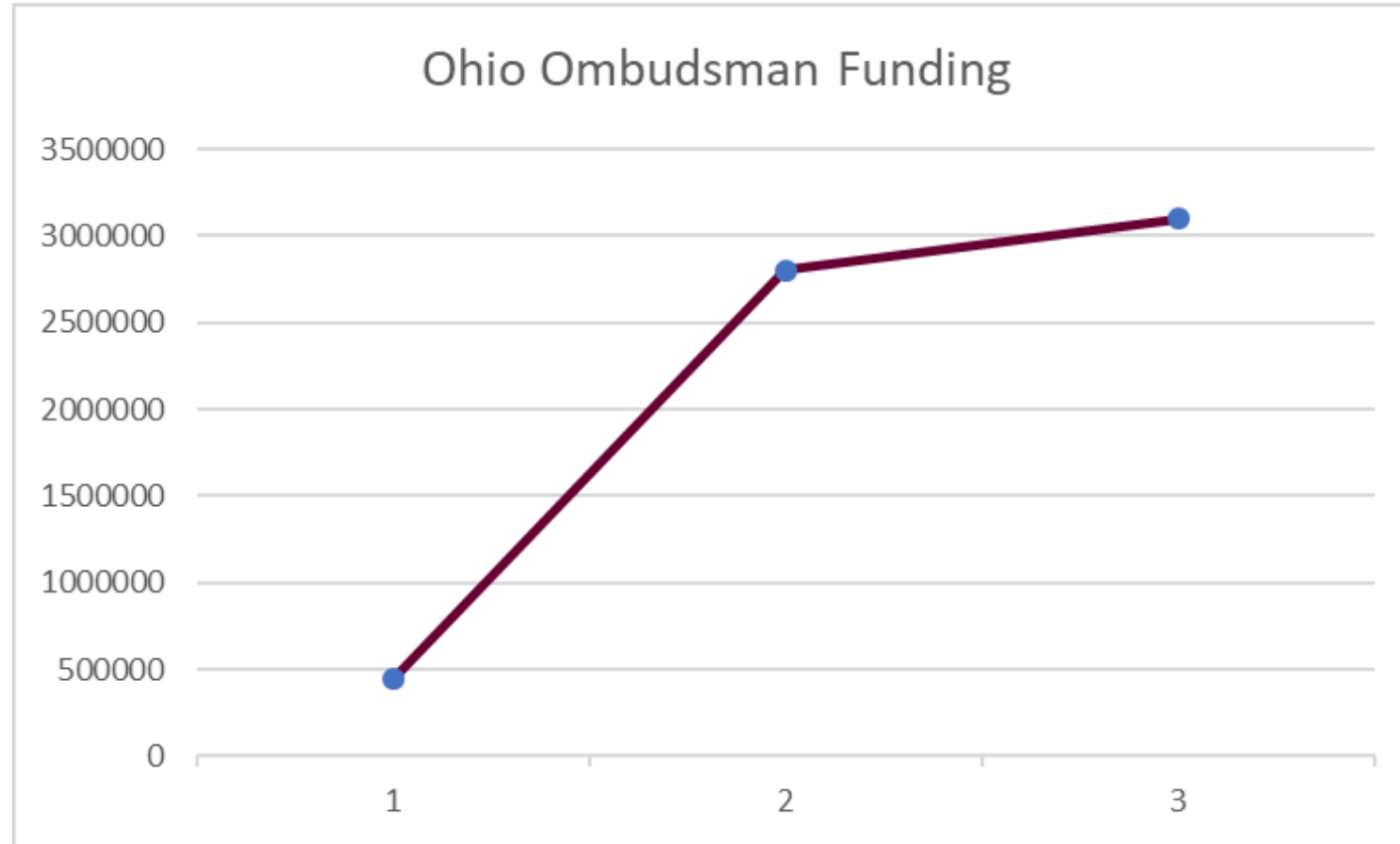
- Inputs, Outputs & Outcomes
  - Volunteers & staff
  - Regular presence
  - Increased complaints
- Demonstration of results
- Budget request
  - Champions
  - Tools





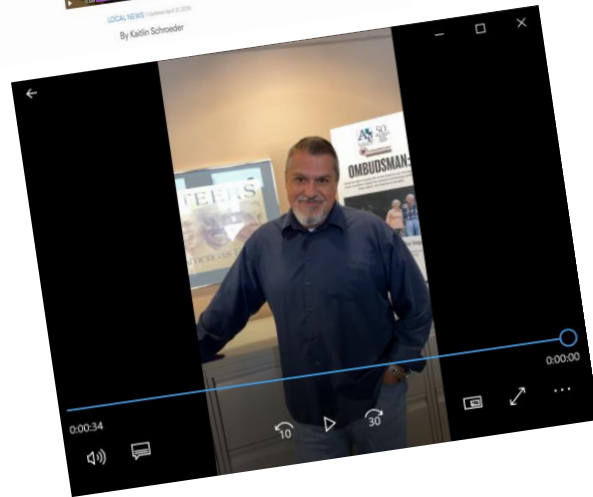
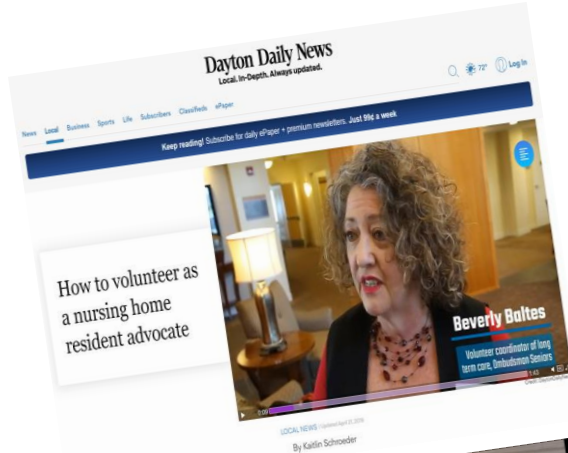
# Ombudsman

Expect Excellence in Your Care

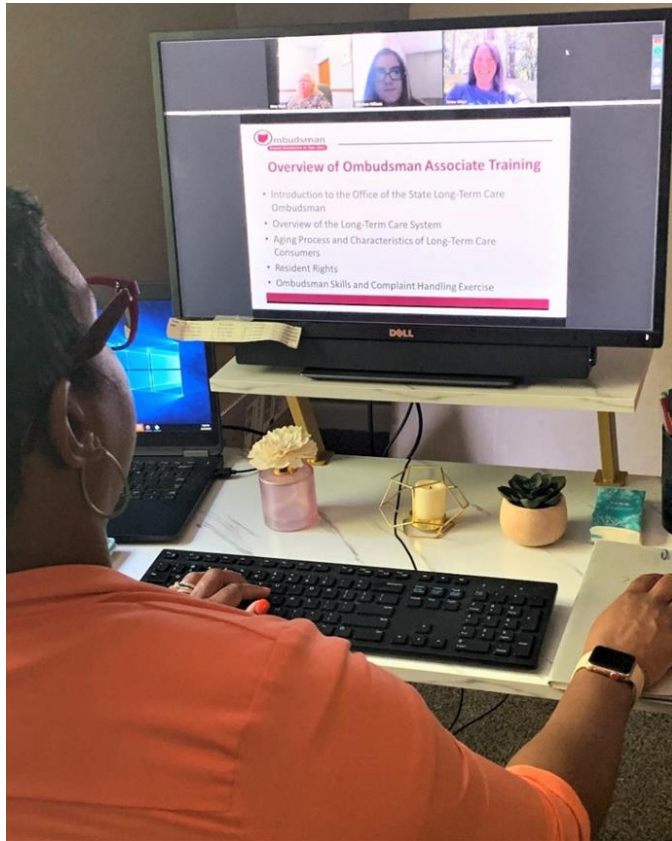


# Recruitment

- Relationships
- Capitalize on related stories
- Personalized appeal
  - COVID-19 opportunity




# State Office Support



- Certification
- Regular guidance
  - Internships
  - Appreciation
  - Staff engagement
- Meetings
  - Bi-monthly required
  - Roundtables
  - 1:1





## Guidance to Ohio Ombudsman Volunteer Coordinators - Starting an Internship Program

**Plan:**

- Select a college/university in your region with a social work, gerontology, public health administration, or other relevant program.
- Determine the number of interns that your regional program can reasonably supervise. Depending on the program, the supervisor may need required education or licensure. For example, an undergraduate social work intern may need an LISW - a supervisor.
- An intern's schedule will depend on started (e.g. recruit summer intr during school breaks or during requirements).
- Decide if the internship program only in experience, you can you can pay an hourly wage paid internships.
- After you have planned a role description to pre as the duties for this Associate.
- To determine if an intern and what you are many resources

**Partner:**

- Call Career Services
- Host a conference
- Create a benefit
- Invite a speaker
- Some

**Recruitment:**

- C
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**Engage:**

- Ask volunteers to help in specific, actionable ways that are within their role as ombudsmen.
- Advocacy: assist with resident council coalition calls; complete a resident or family call list; gather and report out on visitation virtual visit;
- Complaint Handling: call residents or families to gain consent; perform intake; call to follow-up and report out on case resolutions; contact the facility to schedule necessary meetings between the ombudsman program and facility staff or residents;
- Other: read and report out on recent survey reports; read and report out on recent COVID-19 guidance;
- Don't ask your volunteers to help your organization, but the cause. Inspire them with stories of real people they will be helping and real challenges that their work will be addressing.

**Connect:**

- Make yourself readily accessible: provide your volunteers with your contact information. Be available through call, text, or email. Instruct them to contact you with any questions, concerns, or suggestions.
- Be responsive when volunteers contact you. Respond within one business day.
- Schedule regular meeting times with your volunteers at least once a month. The content of these meetings should include: new and closed cases; outcomes of their work; new ways to engage in the program; programmatic updates relevant to their work in the field; formal and informal meetings with volunteers and coordinators.
- Invite volunteers to attend informal and formal staff meetings.

**Region 1 has a partnership with Xavier University. Social Work Communications course students practice telehealth by conducting virtual advocacy -its. The LTCOP -in is built -e.**

**Tip: Ask your volunteer coordinator how you can participate in Ombudsman Associate Training. Many slides have been built-in to training to involve staff, giving you opportunities to share your experiences with new ombudsman associates.**

**Tip: Whenever you have a new task, ask yourself "Can a volunteer help with this?" If so, delegate the task to your volunteer.**

**Tip: Set monthly calendar reminders to connect with volunteers like to hear how they are making a difference. They also like to have the inside scoop about the program.**



## Guidance to Ohio Ombudsman Volunteer Coordinators - Appreciating Volunteers in a Virtual World

Below are some ideas regarding how to appreciate your volunteers as well as how to plan for, and implement, volunteer appreciation virtually.

### Online Unboxing:

- Schedule a virtual volunteer gathering via video conferencing software, allow a call-in option for volunteers who do not have computer/internet access.
- Mail each of your volunteers a personalized gift with a personalized thank you card. Inform volunteers to expect a package but tell them to wait until a virtual volunteer gathering to open it.
- When the time comes for the virtual gathering, have each one of the volunteers "unbox" their gift on camera. For those not using a computer, have them open their gift and describe what they received and have them read their thank you card, so that they feel included.
- Present a program – slideshow, impactful volunteer data, video, skits, a guest speaker, and/or music.

### Online Dinner Party:

- Ask your volunteer to pick a favorite restaurant and menu item near their home
- Arrange for a virtual dinner party via video conferencing software, on a specific date and time – tell volunteers not to eat dinner! Allow a call-in option for volunteers who do not have computer/internet access.
- Obtain their most up-to-date addresses and on the day of the dinner party, order their favorite foods/snacks via Door Dash, Grub Hub, Go Puff, or Uber Eats and have it delivered to their homes.
- Wait for all food to arrive and eat together.
- Present a program – slideshow, impactful volunteer data, video, skits, a guest speaker, and/or music.

### Miscellaneous Virtual Activities to Include During Virtual Gatherings:

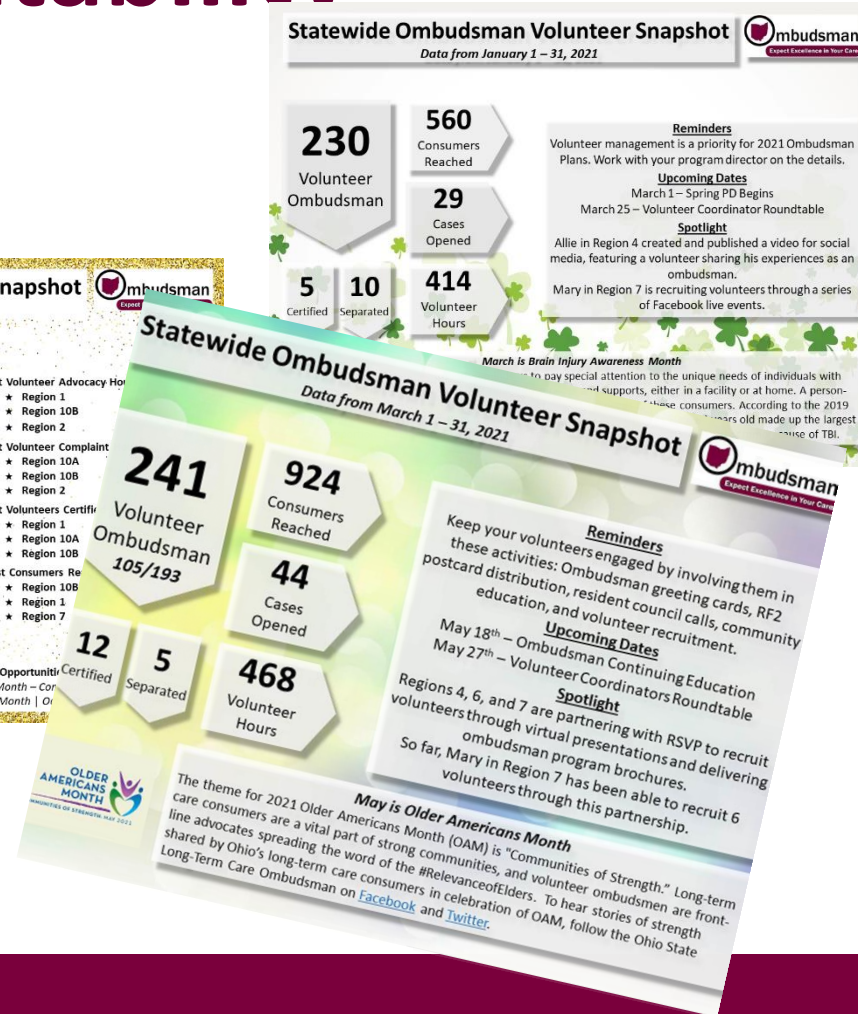
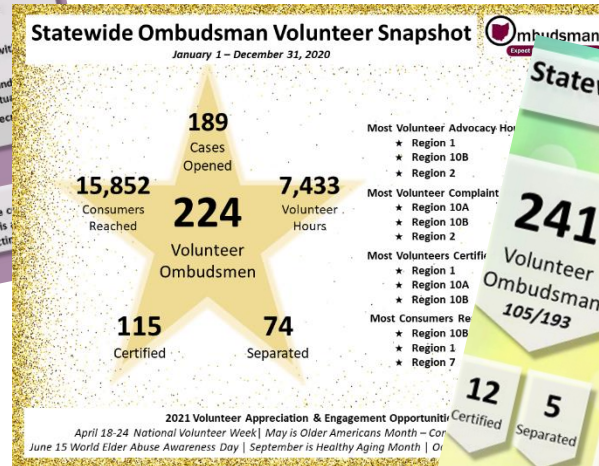
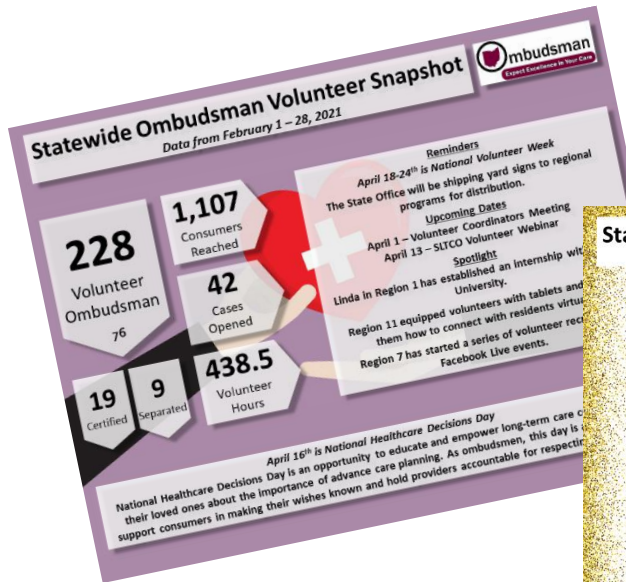
- Show and Tell: have volunteers show a hidden talent or ask volunteers to share a story. Encourage volunteers to share pictures with you ahead of time, so you can create a slideshow.
- These are a few of my favorite things: Ask volunteers to email you pictures of their hobbies, pets, kids, and vacations. Create a slideshow to share with volunteers during a virtual gathering.
- Wheel of Fortune, Jeopardy, Who Wants to be a Millionaire, Family Feud, and other gameshow style games can be used to create a fun activity for volunteers. Games can be virtual, Ombudsman-themed, and give volunteers a chance to win real prizes.
- Online card game: Play Uno, Phase 10, Skip Bo, Euchre, hearts, spades, poker, or have a black jack tournament. Please do not bet or gamble. Include opportunities to win prizes along the way for winning or participating.
- Host a Volunteer Awards Show: give your volunteers special superlatives based on their work with your organization. Mail them trophies, certificates, and/or plaques that display the superlative for them to open during a virtual gathering.
- Staff and volunteer recipe book: collect recipes (with pictures) from staff and volunteers and create a digital recipe book to share with everyone during a virtual gathering.

### Appreciation Styles:

- Use this short survey to help you identify how your volunteers like to be appreciated - [https://volunteer.ca/vdemo/rec\\_tool.html](https://volunteer.ca/vdemo/rec_tool.html)
- HEARTFELT HOORAY – This volunteer prefers a personalized thank you for their volunteer efforts. It is important for him/her to hear about how his/her volunteering has impacted others.
- GOODIES AND GIFTS – This volunteer really enjoys receiving tangible tokens of appreciation for his/her volunteer efforts such as a mug, t-shirt or gift card.
- MEET AND MINGLE – Whether it is an informal outing or a formal get together, an invitation to socialize and network is this volunteer's preferred way to be recognized.



# Accountability



## Recruitment

- Health Fairs
- Community Events
- Organizations/Clubs
- County Fairs
- Community Groups



# Recruitment

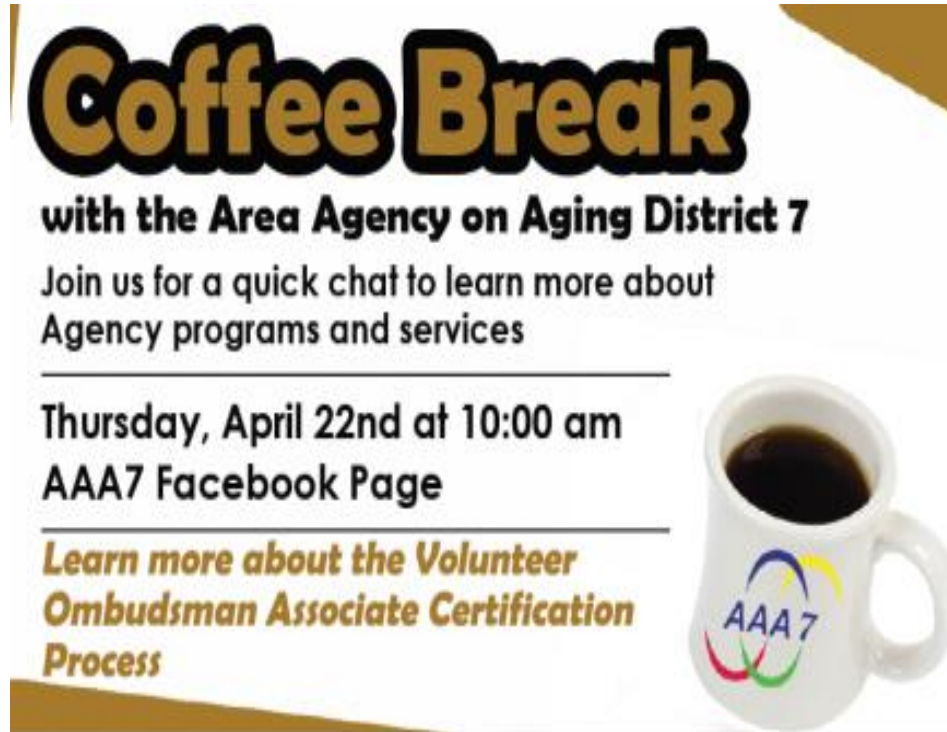


- Radio
- Newspaper
- AAA7 Website/Newsletters
- Recruitment Posters
- AAA7 Facebook Page
- Facebook Live



## Recruitment

- Facebook Live
- 10 to 15 minutes
- Different topics
- Every other week



**Coffee Break**  
with the Area Agency on Aging District 7


Join us for a quick chat to learn more about  
Agency programs and services

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Thursday, April 22nd at 10:00 am  
AAA7 Facebook Page

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*Learn more about the Volunteer  
Ombudsman Associate Certification  
Process*



## Engagement

- Telephone calls
- Facetime calls
- Personal note cards
- Holiday cards
- Monthly group calls
- Monthly staff calls
- Assisting with cases



# Oregon LTCOP: Natascha Adams

## *Volunteer Recruitment Specialist*

Natascha Adams is a Volunteer Recruitment Specialist for the Oregon Office of the Long-Term Care Ombudsman. Natascha is a graduate of the George Washington University, with a Master's Degree in Museum Studies. Her introduction to the management of volunteers was while interning for the Smithsonian Folklife Festival in graduate school. She now has over 15-years experience in recruiting, training, retaining, and showing appreciation for volunteers.

Most of her life has including volunteerism in one form or another. Volunteering can take many forms, and Natascha has participated in opportunities from Hurricane Katrina clean up, to serving as President of the Board for the Monmouth-Independence Chamber of Commerce.

Natascha believes that making the world a better place is far from a naive notion - it is a concept that should be embraced and celebrated!



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# Volunteer Recruitment Strategies in Oregon







# Hello!

## My name is Natascha Adams.

Volunteer Recruitment Specialist for the  
Oregon Office of the Long-Term Care Ombudsman

[natascha.adams@oregon.gov](mailto:natascha.adams@oregon.gov)





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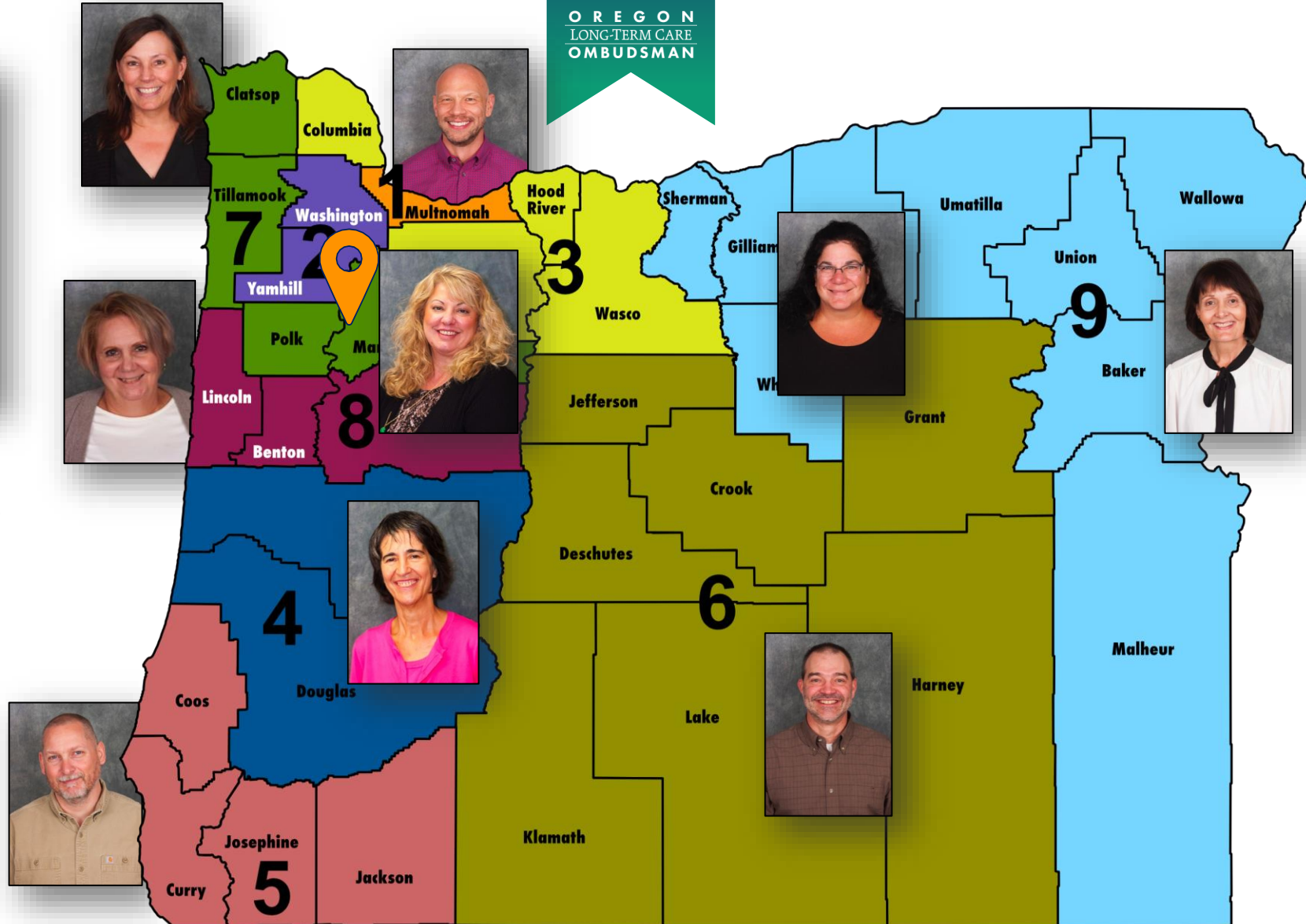
## Welcome to Oregon

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- ◆ Established in 1981
- ◆ Older Americans Act
- ◆ Legislative authority (ORS 441.400)
- ◆ Approx. 45,000 Residents Statewide
- ◆ Approx. 685 facilities in Oregon
- ◆ Independent State Agency
- ◆ 16 Staff / 145-160 Volunteers
- ◆ 9,535 hours given in 2020



**Fred Steele**  
State Ombudsman  
and Agency Director







- ◆ Application Submission
- ◆ Interview & Screening
- ◆ Criminal Records Check
- ◆ Training & Certification
- ◆ Onboarding
- ◆ Facility Assignment

An application can be printed from our website, completed online, mailed, faxed, or sent by email.



# The Rule of Seven







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## Resources for Recruitment

### Newspapers

- Press releases → articles
- Organic articles
- Volunteer listing
- Letter to the Editor
- Paid advertising

### Direct Mail

- Postcards

### Facebook

- Posts
- Events
- Boosts
- Connecting with others

### PSA

- 30-sec TV info
- 3-minute volunteer (web)
- Radio
- English & Spanish

### Events & Presentations

- Volunteer & Senior Fairs
- Service Organizations
- Local Government
- Local events
- LTCO webinar

### Misc

- YouTube Channel
- Pizza boxes & Takeout
- Yard signs
- Bus ads
- Legislator emails
- Direct communication with facilities and residents





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# EXTRA! EXTRA! READ ALL ABOUT IT!

**Volunteer ombudsmen sought; training will take place in February**

For a volunteer...

**Need an Advocate? Call today! (800) 522-2602**

We are here and ready to help residents in long-term care!

- Our services are free and confidential.
- We help to identify, investigate, and resolve complaints on behalf of the resident.
- Our staff and volunteers respond to a wide variety of resident concerns.

**Volunteer Opportunity!**

Volunteer Ombudsman advocate for residents living in Oregon's licensed long-term care facilities. They improve care, promote dignity, protect individual rights, and enhance quality of life.

To report a concern or learn more about volunteering: (800) 522-2602 | [www.oltco.org](http://www.oltco.org)

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**Assisted living residents on brink of losing Medicaid benefits**

By KATHY ANEY East Oregonian Feb 27, 2019

**CHAMBER OF COMMERCE HERMISTON OREGON**  
1055 S HWY 395, SUITE 1  
(541) 567-6151  
HERMISTONCHAMBER

**Letter to the Editor**

**Charlene Bigelow**

**Nip allergies in the bud.**

Schedule Today!

ZoomCare

Willamette Week's 8th Annual

**Volunteer Guide**

Willamette Week's annual guide to volunteering for non-profits





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# FACEBOOK

Long-Term Care Ombudsman Oregon  
Published by Natascha Adams · February 11 ·

AARP Fraud Prevention

## COVID-19 Scams

The COVID-19 pandemic continues to affect us all, and scammers continue to do all

the line" for quicker access to the COVID-19

and household

Long-Term Care Ombudsman Oregon  
Published by Natascha Adams · March 31 at 12:03 PM ·

We are participating in the Coos Bay virtual volunteer fair today. Interested in learning more or want to join us? Check out this link: <https://www.coosbaylibrary.org/virtual-volunte>

Long-Term Care Ombudsman Oregon  
Published by Natascha Adams · February 12 ·

Join us for our webinar today to learn more about what our agency does to help Oregonians living in long-term care facilities. We will also discuss what our volunteers do, and how to become a volunteer if interested!

Register here: [https://zoom.us/webinar/register/WN\\_bnGmaE1aSU6B-sdFpjUDjQ](https://zoom.us/webinar/register/WN_bnGmaE1aSU6B-sdFpjUDjQ)



FRI, MAY 14 AT 1 PM PDT AND 7 MORE  
Monthly Webinar: Volunteer Open House  
Salem, OR  
0 Going · 53 Interested

Long-Term Care Ombudsman Oregon  
Published by Natascha Adams · March 29 at 9:20 AM ·

We have live, in-person, online trainings coming up in May and during the summer months. Join our team today and make an impact in your community!

For more info or to apply check out our website: [www.oltco.org/volunteer/ltco.html](http://www.oltco.org/volunteer/ltco.html)

## YOU SHOULD HAVE:



Determination



Ability to  
communicate



Passion

YOUTUBE.COM  
Join Our Team

Long-Term Care Ombudsman Oregon is sharing a COVID-19 Update.  
Published by Ashley Carson Cottingham · March 19 ·

Our State Long-Term Care Ombudsman, Fred Steele, talks to one of our Certified Long-Term Care Ombudsman Volunteers as they both receive COVID-19 vaccines. Many of our staff and volunteers are fully vaccinated and are so excited to be getting back out into the facilities to advocate in person (with all the appropriate PPE of course!).

Remember to call 1-800-522-2602 if you have concerns/complaints/inquiries about your care or the care of a loved one in long-term care, we can... [See More](#)



Long-Term Care Ombudsman Oregon  
Published by Natascha Adams · Yesterday at 12:01 PM ·

Thank you for the opportunity for us to celebrate the impact of our power to make a difference and to be a force that

There is no one in the world who has realized their dream of being a National Volunteer Week, Governor Kate Brown wants to thank the primary volunteers who dedicate time, talent, voice, and energy to the needs of Oregonians living in long-term care.

Apply your application today!  
[55656015048](https://www.oltco.org/volunteer/ltco.html)

## STATE OF OREGON PROCLAMATION OFFICE OF THE GOVERNOR

Throughout Oregon's history, individuals have actively volunteered their time, talent, and energy to our communities and make our state a better place; and

Certified ombudsman volunteers have worked to protect individual rights, improve the quality of life, improve care, and promote dignity for over 45,000 residents living in long-term care facilities, assisted living, memory care facilities, and adult foster homes; and

As we emerge from the devastating global pandemic, wildfires, and an ice storm, volunteers are needed now, more than ever, to support and advocate for Oregonians who live in long-term care settings; and

We honor the many individuals who lend their time, skill, effort, and compassion to providing residents in long-term care settings a voice, and for the advocacy needed to ensure that their rights are upheld; and

Oregonians are encouraged to volunteer during this week and year-round, as a reminder that giving back to the community creates a cycle that strengthens the entire community.

I, Kate Brown, Governor of the State of Oregon, hereby proclaim April 18-24, 2021 to be  
**NATIONAL VOLUNTEER WEEK**  
in Oregon and encourage all Oregonians to join in this observance.

IN WITNESS WHEREOF, I hereunto set my hand and cause the Great Seal of the State of Oregon to be affixed. Done at the Capitol in the City of Salem in the State of Oregon on this day, April 12, 2021.

*Kate Brown*  
Kate Brown, Governor





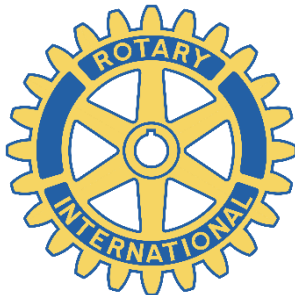




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## Events & Presentations

- ◆ Volunteer & Senior
- ◆ Service Organizations
- ◆ Local Government
- ◆ Local events



# FARMERS MARKET



**CITY HALL**





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# We're Still Here!

Even during a pandemic we're fighting to get you or your loved one the high quality care and protection from abuse you deserve. If you have a concern about a long-term care facility, call us today!



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## FIGHTING FOR YOUR LONG-TERM CARE RIGHTS

- Resident Care
- Medications
- Meal Quality
- Guardianships
- Billing
- Lost Property
- Evictions
- Dignity
- Care Plans

**If you have a concern, contact us today!**

📞 800-522-2602

💻 [www.oltco.org](http://www.oltco.org)

✉ [ltco.info@oregon.gov](mailto:ltco.info@oregon.gov)

📘 [OregonLTCOmbudsman](https://www.facebook.com/OregonLTCOmbudsman)



**Can You Help? We're looking for volunteers so contact us today!**

# We Need Volunteers!



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If you want to fight for the rights of seniors in long-term care facilities, contact us today!

📞 800-522-2602

✉ [ltco.info@oregon.gov](mailto:ltco.info@oregon.gov)

💻 [www.oltco.org](http://www.oltco.org)

📘 [OregonLTCOmbudsman](https://www.facebook.com/OregonLTCOmbudsman)

Office of the Long-Term Care Ombudsman  
3855 Wolverine St. NE  
Salem, OR 97305



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Search



Website



LTCO

23 subscribers

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PLAYLISTS

CHANNELS

DISCUSSION

ABOUT



Uploads

▶ PLAY ALL



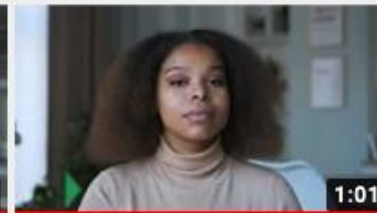
Join Our Team

70 views • 1 month ago



Caregivers are Heroes!  
(Espanol)

4 views • 3 months ago



Caregivers are Heroes!

46 views • 3 months ago

CC



RFO

38 views • 6 months ago



COVID LTCO Video

252 views • 6 months ago

CC





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## Miscellaneous

- ◆ Direct communication with facilities and residents
- ◆ Pizza boxes & Takeout
- ◆ Movie Theatre Ads
- ◆ Utility Bill Inserts
- ◆ Legislator emails
- ◆ Yard signs
- ◆ Bus ads

An Ombudsman is an **advocate**, someone who will speak up for you and ask questions on your behalf. We can assist you in understanding your rights and getting the best possible care. Our service is **free, confidential**, and we're happy to help. Don't worry, facilities like working with us too; we solve small problems before they become large ones.

### A few typical concerns:

- Nutrition, diet, and menu
- Eviction notices
- Violations of resident rights
- Poor quality of care
- Medications incorrect or at wrong times

**Their  
Rights.  
Your  
Voice.**



*"My life has been so different ever since I called the Ombudsman. I'm so grateful for this very good program. Thank you for everything."*

- Bessie (Oregon Long-Term Care resident '17)



To learn more about volunteering, or to report a concern, call 800-522-2602 or visit [www.oltco.org](http://www.oltco.org)



**Oregon's Long-Term Care Certified Ombudsman volunteers are working from home during the corona virus pandemic and still available to help.**

Our volunteers work to protect individual rights, enhance quality of life, and promote the dignity of residents living in licensed long-term care facilities by:

- Talking with residents regarding concerns
- Investigating concerns and complaints
- Advocating for resolution
- Educating residents, family and staff







I'M NOT ONLY AN

I want to encourage you to con  
have any complaints or concern

A pandemic will not stop me fro  
for you!

I can be reached by phone or e

[Name]

[Phone]



Season's  
Greetings!



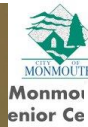
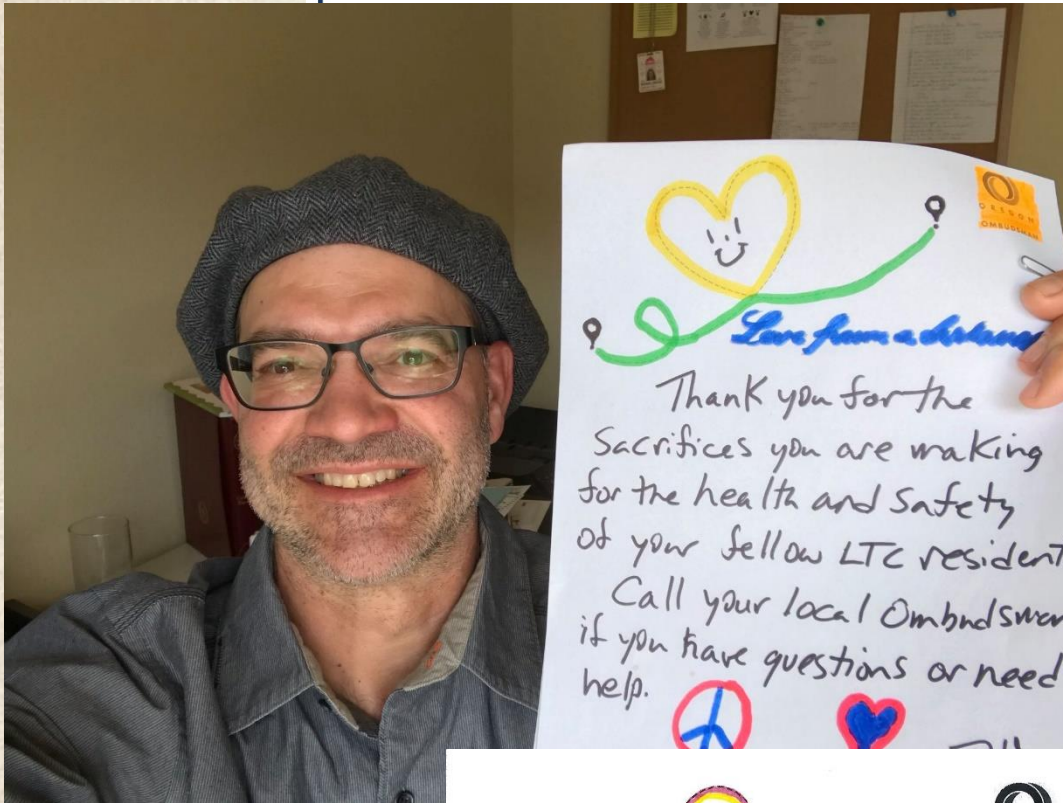
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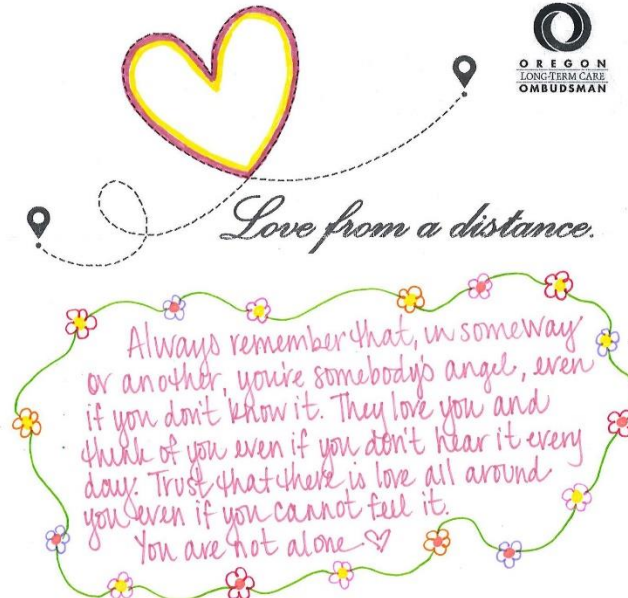
ision



I hope in times like this, you are staying safe and having fun. It's now Spring and flowers are starting to bloom. When all of this is over, I don't know about you, but I'm throwing a big party!  
Love: Brooke, 9th grade



Office of the Long-Term Care Ombudsman | 3855 Wolverine St NE, Ste 6, Salem, OR 97305 | 800-522-2602





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## Helpful Links to Resources

- ◆ [www.powtoon.com](http://www.powtoon.com) (create videos)
- ◆ [www.jotforms.com](http://www.jotforms.com) (create online submittable forms)
- ◆ [www.iconarchive.com](http://www.iconarchive.com) (free icons)
- ◆ [www.fonts.google.com](http://www.fonts.google.com) (free fonts)
- ◆ [www.slidescarnival.com](http://www.slidescarnival.com) (free PowerPoint slides)
- ◆ [www.studio.youtube.com](http://www.studio.youtube.com) (create a YouTube channel)



Search





# We Need Volunteers!

## Virtual Trainings Scheduled for Summer & Fall.

Looking for something meaningful to do during and post the pandemic?  
Like to help others? Want to stay connected in the community?

### Benefits of Volunteering as a Certified Ombudsman:

- Improve the quality of care for residents in long-term care.
- Make a direct, immediate, and positive impact for others.
- Develop knowledge on navigating long-term care systems.
- Hone problem-solving techniques and people skills.
- Enjoy the support and camaraderie of other like-minded community members.
- Work independently on a flexible schedule.

### The Long-Term Care Ombudsman

As resident advocates, an Ombudsman's mission is to enhance the quality of life, improve the level of care, protect the individual rights, and promote the dignity of each Oregonian living in a long-term care facility.

**How it is done?** Certified Ombudsman volunteers, once trained, are assigned to a facility. During the pandemic advocacy is performed over the phone or virtually. Once the pandemic is under control advocates will resume visiting with residents at the facility.

### For more information contact:

Natascha Adams | [natascha.adams@oregon.gov](mailto:natascha.adams@oregon.gov) | 971.600.6149

Visit [www.oltco.org](http://www.oltco.org) to sign up for an informational webinar.







**YouTube**



# Thank You!

Oregon Office of the Long-Term Care Ombudsman

Natascha Adams

[natascha.adams@oregon.gov](mailto:natascha.adams@oregon.gov)

**Early  
Registration  
through April  
30 for only \$99**



**INSPIRE. LEARN. ACT.**

As we have seen over the past year, new ideas and innovative practices continue to emerge in response to a global pandemic and movements on human rights, social justice and racial equity. Together, we can forge deeper connections with our communities as we work to build a “better normal” and be an inspiration and resource for change around the world.

The Points of Light Conference is a global convening of nonprofit, government, business and civic leaders who connect and uncover meaningful ways to drive transformative change.

This is also your opportunity to be among the first to hear new ideas and innovative practices in engaging community and earn PDUs towards renewing your Certified in Volunteer Administration (CVA) credential.

Join a network of peers for the 2021 Points of Light Conference as we inspire, learn and act to build a better normal through participatory, vibrant communities.

[https://events.bizzabo.com/297882?utm\\_medium=email&utm\\_content=119715489&utm\\_source=hs\\_email](https://events.bizzabo.com/297882?utm_medium=email&utm_content=119715489&utm_source=hs_email)

# DISCUSSION

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[illegible]



# You gotta ASK!

[https://images.search.yahoo.com/search/images?p=funny+image+what+do+you+mean+you+haven%27t+signed+up+to+volunteer+yet&fr=mcafee&type=E210US978G91480&imgurl=https%3A%2F%2Flookaside.fbsbx.com%2Flookaside%2Fcrawler%2Fmedia%2F%3Fmedia\\_id%3D1985353515092895#id=1&iurl=https%3A%2F%2Flookaside.fbsbx.com%2Flookaside%2Fcrawler%2Fmedia%2F%3Fmedia\\_id%3D1985353515092895&action=click](https://images.search.yahoo.com/search/images?p=funny+image+what+do+you+mean+you+haven%27t+signed+up+to+volunteer+yet&fr=mcafee&type=E210US978G91480&imgurl=https%3A%2F%2Flookaside.fbsbx.com%2Flookaside%2Fcrawler%2Fmedia%2F%3Fmedia_id%3D1985353515092895#id=1&iurl=https%3A%2F%2Flookaside.fbsbx.com%2Flookaside%2Fcrawler%2Fmedia%2F%3Fmedia_id%3D1985353515092895&action=click)



# Partnering with Other Organizations

- The Wyoming LTCOP partnered with AARP and in their March 2021 newsletter they did an article on the Volunteer Ombudsman Program.



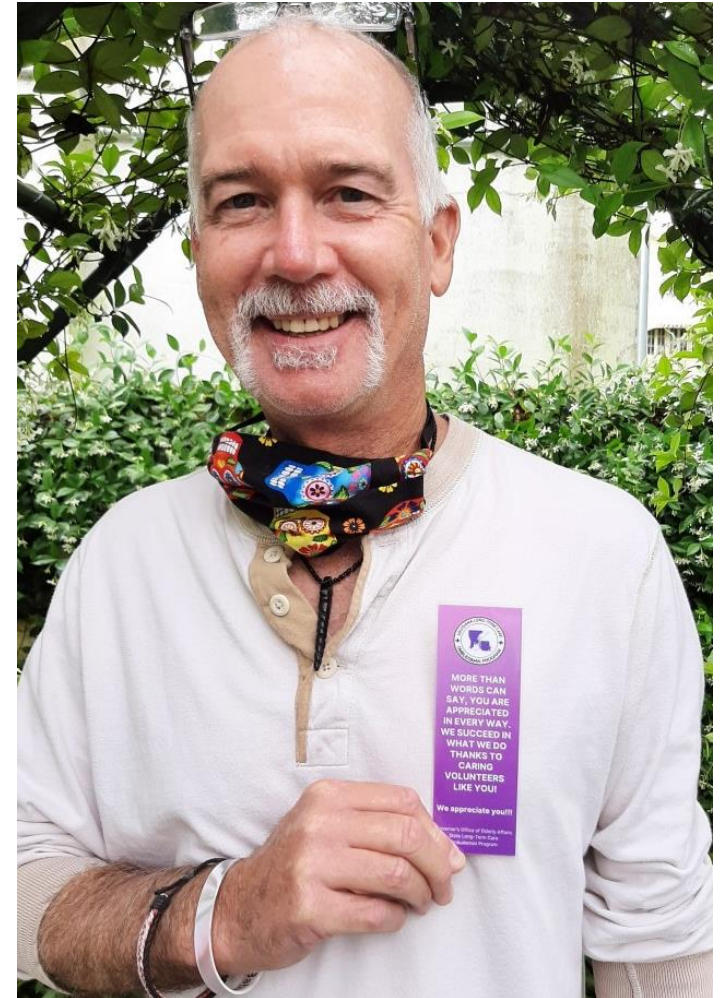
Who have you partnered with?



Ohio yard signs



Louisiana bookmarks





# Resources on NORC Website

[https://ltcombudsman.org/omb\\_support/volunteer](https://ltcombudsman.org/omb_support/volunteer)

## Volunteer Long-Term Care Ombudsman Program Representative Toolkit – Introduction ([PDF](#))

- I. Letter to Prospective Volunteer Ombudsman Program Representative ([PDF](#))([Word](#))
- II. Key Points for Minimum Volunteer Requirements ([PDF](#))([Word](#))
- III. Ombudsman Program Volunteer Application ([PDF](#))([Word](#))
- IV. Volunteer Reference Interview Form ([PDF](#))([Word](#))
- V. Ombudsman Program Representative Conflict of Interest Form ([PDF](#), [Word](#))
- VI. Volunteer Acknowledgement Form ([PDF](#), [Word](#))
- VII. Interview Questions for Prospective Long-Term Care Ombudsman Volunteers ([PDF](#), [Word](#))
- VIII. Resources ([PDF](#), [Word](#))

ombudsman

The National Long-Term Care Ombudsman Resource Center

LTCOP REFERENCE GUIDE

VOLUNTEER LONG-TERM CARE OMBUDSMAN PROGRAM REPRESENTATIVE INTAKE TOOLKIT <sup>1</sup>

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.

Volunteer Ombudsman program representatives are invaluable, but due to the unique role and responsibilities of the Ombudsman program there are potential risks that need to be addressed. These risks should be evaluated prior to making changes to a program's intake and screening process and policies and procedures should be evaluated periodically. The [Volunteer Risk Management Considerations for Long-Term Care Ombudsman Programs](#) worksheet highlights areas of risk and tips for reducing risk to help programs identify potential risk, review current program practices, and develop recommendations for improvements. <sup>2</sup>

While it can be challenging to find individuals who are willing to volunteer as Ombudsman program representatives, the purpose of the intake process is to ensure that this is a good fit for both the individual and the program. Through the information received on the application form, interviews, and references, this is the time when both parties can determine whether to proceed. Ombudsman programs should not hesitate to decline a potential volunteer that is not a good fit for this unique position, as it is better to do this upfront than to have a situation arise later when the individual has access to residents.

If the program determines the person would be better placed in another role within the program than as an Ombudsman program representative visiting residents, the individual may be able to use their skills for other valuable tasks. Other tasks or projects may include: creating promotional materials, assisting with content for the program's social media accounts, developing community education materials and training, and participating in community outreach events.

Intake Toolkit Table of Contents

I.	Letter to Prospective Volunteer
II.	Key Points for Minimum Volunteer Requirements
III.	Volunteer Application Form
IV.	Volunteer Reference Interview Form
V.	Ombudsman Program Representative Conflict of Interest Form
VI.	Volunteer Acknowledgement Form
VII.	Interview Questions
VIII.	Additional Resources

<sup>1</sup> Examples of volunteer application and screening tools from State Long-Term Care Ombudsman Programs and local Ombudsman entities were used in the development of this toolkit. Many of those examples are referred to in the "Resources" section of the toolkit and are available on the NORC website: [http://ltcombudsman.org/omb\\_support/volunteer](http://ltcombudsman.org/omb_support/volunteer).

<sup>2</sup> Volunteer Risk Management Considerations for Long-Term Care Ombudsman Programs worksheet is available on the NORC website in two forms: <http://ltcombudsman.org/uploads/files/support/risk-management-considerations-for-ltcoop-worksheet.pdf> (PDF) <http://ltcombudsman.org/uploads/files/support/risk-management-considerations-for-ltcoop-worksheet.docx> (Word). The worksheet is based on information from the Supporting Volunteer LTC Ombudsmen and Minimizing Risk webinar ([http://ltcombudsman.org/omb\\_support/volunteer/calls-webinars](http://ltcombudsman.org/omb_support/volunteer/calls-webinars)).

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## The National Long-Term Care Ombudsman Resource Center

*Connect with us:*

[www.ltcombudsman.org](http://www.ltcombudsman.org)

[ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.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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