**COORDINATOR SCRIPT: VOP Initial Telephone Screening**

1. I see from your application that your past volunteer opportunities include:
2. What motivated you to apply for our volunteer program?
3. What are your expectations for the Volunteer Ombudsman program—what do you hope to get out of it and what do you think it will be like?
4. After training and certification, our volunteers are assigned to a long-term care facility near their home community. They spend a minimum of three hours per month visiting the facility, interacting with residents, and making observations. They try to identify resident concerns work cooperatively with facility staff and/or our staff to resolve those concerns. Each month, our volunteers send us a summary of their visits. Does that sound close to what you had in mind?
5. I'd like to talk about some of the qualities we look for in our volunteers. One of the most important aspects of our program is that our volunteers maintain the confidentiality of residents. Can you describe how you have been able to maintain confidentiality in the past (personally or professional)?
6. Another important aspect of our program is being a good advocate for the residents and promoting their rights. We try to resolve concerns based on what the resident wants, and sometimes what they want may differ from what the family or facility wants—or even what we might think is the best decision—nevertheless, we advocate for what the resident wants. So can you tell me about a time in your past where someone close to you wanted to make a choice you didn't agree with, or perhaps if you've had to follow a policy you didn't agree with?
7. We want to talk about the circumstances of serving in a long-term care environment as well. Most residents are there because some decline in their physical or cognitive state, and it can be upsetting for some people to see adults in a frail condition. Also, their conditions might impact how they communicate with volunteers from one visit to the next. We hope our volunteers will build rewarding relationships with residents, and it can be emotional if a resident further declines or passes away. So given that this can be part of the volunteer experience, do you feel like you could be an effective volunteer in that environment?
8. As a follow up to that, what activities do you like to do to keep your stress levels and emotional health in good condition?
9. I see you have listed (phone number(s), e-mail, or both) on your application.
   1. (If they have e-mail): Moving forward, we like to communicate general announcements and reminders to our volunteers via e-mail, and communicate by phone about specific situations you might experience as a volunteer. Does that sound like it will work for you?
   2. (If they do not have e-mail): I see you did not list an e-mail address on your application and I just wanted to confirm that you are not an e-mail user. That's okay. We can communicate with you via phone, and also send some program information—newsletters, for example—by U.S. mail. Does that sound like it will work for you?
10. ONLY IF QUALIFIED: The next step to getting started as a volunteer is to get you signed up for training. (Proceed with training information, RSVP, etc.)
11. Those are all the questions I wanted to ask you today, is there anything else you would like to ask me?