

## II.

### KEY POINTS FOR MINIMUM VOLUNTEER REQUIREMENTS

Volunteer position descriptions help further define the minimum requirements and role for potential volunteers in your program. This document includes key points to consider including in your program's volunteer position description.

***NOTE: These examples of minimum requirements are based on general Long-Term Care Ombudsman program practice and are provided as a guide. Modify these requirements to meet your needs and your program's policies and procedures.***

**Minimum Age:** 18

**Time Commitment:** Volunteers must commit to a minimum of \_\_\_\_\_ hours of service a week/month and/or one year of service.

**Transportation:** Must have reliable transportation to participate in required training and conduct facility visits. *NOTE: May want to mention whether your program reimburses volunteers for their mileage or public transportation costs.*

**Automobile Insurance:** Volunteers who drive their own vehicle for Ombudsman program work purposes are required to carry liability coverage, at their own expense, for any vehicle used. Volunteers must show proof of insurance during the initial intake and certification process and annually after certification. Volunteers are to immediately notify their supervisor if their automobile insurance coverage lapses.

**Processing Required:** Prospective volunteers must successfully complete a volunteer application which contains at least 2 references (non-relatives), a background check form, a conflict of interest form, and an interview with program staff prior to initial certification training.

**Requirements:** Volunteers must attend \_\_\_\_\_ hours of continuing education annually to maintain status as a designated representative of the Office.

*NOTE: Insert other requirements, such as required number of visits or hours spent in the assigned facility; completing documentation and turning in reports; annual evaluation; adhering to the code of ethics of the program; following policies and procedures, applicable immunizations, etc. Regarding immunizations, most programs do not require them, such as an annual influenza (flu) vaccine and/or bacille Calmette-Guerin (BCG) vaccination for tuberculosis (TB) disease. If your program does require immunizations the potential volunteer should be informed early in the intake process and be provided information about accessing free or low-cost immunizations.*

**Reasonable Accommodations:** For potential volunteers that need a reasonable accommodation in order to complete the application process and/or perform essential duties of a designated Ombudsman program representative, please speak with the program coordinator,

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