

We would like you to take a few minutes to answer this brief survey. Your responses will remain confidential, and you do not need to include your name. We will review your responses, as well as those of other volunteers, to see how we can improve the Long-Term Care Ombudsman Program/Services.

Thank you for your time

1. How did you originally hear about the Ombudsman Program?

- ☐ Internet
- ☐ Newspaper
- ☐ Advertisement
- ☐ Word of Mouth
- ☐ Church
- ☐ Work
- ☐ Pamphlets
- ☐ If other, please specify:

2. How long have you been a volunteer?

- ☐ Less Than A Year
- ☐ 1 to 5 Years
- ☐ 6 to 10 Years
- ☐ More Than 10 Years

3. What can we do as staff Ombudsmen to better support you and the work you do?

- ☐ Newsletter
- ☐ Website
- ☐ Interaction with Other Ombudsman Volunteers
- ☐ Keep Doing What You're Doing
- ☐ More Email News, Direct Communication
- ☐ More Continuing Education Units
- ☐ More Than One Volunteer Per Location/Facility
- ☐ Have Volunteer Mentors for New Volunteers
- ☐ Opportunities to advance as associate certified ombudsmen

4. What training approaches you would like used more?

- ☐ More Role-Playing
- ☐ More Case Examples to Work On and Discuss
- ☐ Facility Visits with Another Ombudsman
- ☐ More Videos
- ☐ Webinar

5. What do you like least about being a volunteer ombudsman?

- ☐ Seeing Suffering and Mistreatment
- ☐ Always Wishing I could give More
- ☐ Reporting Requirement
- ☐ Losing Residents to Death
- ☐ Resistance from Facilities to Progress and Change

6. What do you like most about being a volunteer ombudsman?

- ↑ Making a Difference/Helping People
- ↑ Making connections with people
- ↑ Problem Solving
- ↑ Flexibility in Schedule
- ↑ Ongoing Training

7. Do you get information or support from staff when needed?

- ↑ Very Easy
- ↑ Somewhat Easy
- ↑ No Opinion
- ↑ Somewhat Difficult
- ↑ Very Difficult

Please comment on your answer

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8. Overall your volunteer satisfaction?

- ↑ Not at All Satisfied
- ↑ Slightly Satisfied
- ↑ Moderately Satisfied
- ↑ Very Satisfied
- ↑ Extremely Satisfied

Please comment on your answer

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Suggestions to improve this program or recruit more qualified volunteers :

Thank you again for taking the time to give us this valuable feedback. Your input is an important part of our continued improvement. If you would like further information about the Long-Term Care Ombudsman Program or have additional comments, please feel free to contact us.