

CHAPTER 1000: VOLUNTEER MANAGEMENT

- A. The Program shall use volunteers to maximize its resources to benefit residents.

- B. The Office Role
 - 1. The Office shall provide technical assistance to each Regional Program to develop and maintain its volunteer program.
 - 2. The Office shall develop the training curriculum to be used by the Regional Program.

- C. The Regional Program Role
 - 1. The Regional Program shall submit its plan for recruitment, use, and supervision of volunteer staff in the Regional Program Annual Services Plan.
 - 2. The proposal shall be consistent with policies and procedures set forth by the Office and this Manual.

- D. The Volunteer Ombudsman Role
 - 1. Volunteer Ombudsman shall:
 - a. work under the supervision of the Regional Ombudsman or a Community Ombudsman;
 - b. provide appropriate and timely documentation of all activities done on behalf of the Program; and
 - c. performs his or her responsibilities in accordance with applicable federal and state laws, rules and regulations and this Manual.
 - 2. The Volunteer Ombudsman shall visit residents in long-term care facilities to:
 - a. build relationships with residents;
 - b. provide an independent presence in the facility;
 - c. provide information and assistance;
 - d. receive, investigate and resolve complaints;

- e. attend and support resident and family council activities; and
 - f. assist, to the extent determined appropriate by the Regional Ombudsman, with issue advocacy activities and public information and education.
- E. Reporting of Volunteer Activities
- 1. Volunteer activities shall be recorded in state-wide data and tracking system.
 - 2. Volunteer case notes shall be entered into the case recording section of the state-wide data and tracking system.
 - 3. When possible, volunteer reports shall be scanned and attached to the appropriate section of the state-wide data and tracking system.
- F. Every person seeking certification as a Volunteer Ombudsman must:
- 1. have an interest in advocating for long-term care facility residents;
 - 2. be at least 18 years of age;
 - 3. be free of unremediable conflicts of interest;
 - 4. possess good verbal, writing, and reading skills; and
 - 5. agree to a criminal background check as required by law.
- G. The Regional Program may establish other minimum qualifications for Volunteer Ombudsman with the written permission of the Office.
- H. Failure to follow the direction of the Program staff person shall be grounds for de-certification.