

Long-Term Care Ombudsman Volunteer Application

Thank you for your interest in becoming a Long-Term Care Ombudsman Volunteer.
Please completed the following application and return to:

The Office of the Long-Term Care Ombudsman
3855 Wolverine NE, Suite 6
Salem, OR 97305-1251
Or return via e-mail to: **info@ltco.state.or.us**

Date Completed: _____

Name (First and Last): _____

Street Address: _____

City: _____ State: _____ Zip: _____ County:

_____ Preferred Phone Number: _____

E-Mail: _____ Means of Contact: ___ Phone ___ E-mail

Emergency Contact:

Name: _____ Phone: _____

Relationship: _____

Why do you wish to volunteer as a Certified Ombudsman?

Volunteer Experience				
Name of Organization	Type of Organization	Job Title	Start Date	End Date

Other Community Activities:

Past Work Experience (or attach resume)				
Employer	Job Title	Job Duties	Start Date	End Date

Other Employment:

Education and Certification		
Name of School	Areas of Study/Major	Diploma/Degree Earned

Other Certifications:

Are you a Veteran? _____ Branch of Service: _____

Do you speak any languages other than English: _____

Have you spent time (as a visitor, employee, volunteer or any other role) in nursing facilities, adult foster care homes, residential care facilities, assisted living facilities, or continuing care facilities? _____ Yes _____ No

Facility Experience		
Facility Name	Dates	Your Role



Comments regarding facility experiences:

References: Please include one employment or professional reference		
Name	Relationship	Preferred Phone

How did you hear about us? Mailing News Ad

Internet News Article Flyer

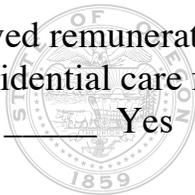
AARP Friend Radio

Movie Ad Volunteer Match Program

Other: _____

As a representative of the Office of the Long-Term Care Ombudsman, you will be a public official as defined by ORS 244.020(15). As a public official you must avoid conflict of interest or the appearance of conflict of interest and cannot benefit financially from your affiliation with the Office of the Long-Term Care Ombudsman. If a conflict develops after your appointment as a volunteer, you must notify the office immediately.

Have you been employed by or received remuneration from a nursing home, adult foster care home, assisted living facility, residential care facility, or continuing care facility in the **past two years**? Yes No



Is any member of your family employed in a long-term care facility or receiving income from one? Yes No

Do you have any financial or fiduciary interest in a long term care facility, corporation, or partnership that owns long-term care facilities? Yes No

Are you currently employed by the Senior and People with Disabilities Division of the State of Oregon or an Area Agency on Aging, type B? Yes No

Certified Ombudsmen commit to spending an average of sixteen hours a month on their ombudsman responsibilities, mostly during weekday business hours. Certified Ombudsmen must complete six days of certification training including classroom sessions, a facility visit, and a certification test (all times as per statute). Certified Ombudsmen must also complete 16 hours of continuing education annually.

Will you be able to fulfill the time commitments required by statute for the position?

_____ Yes _____ No

Do you have reliable transportation so you will be able to make regular facility visits and/or attend meetings?

_____ Yes _____ No

Certified Ombudsmen are appointed by the State Long-Term Care Ombudsman to act in accordance with the attached position description.

A one year minimum commitment is requested.

Will you be able to fulfill the duties of the applicable position description, including weekday daytime availability, facility visit, completing monthly reports, and requested length of service?

_____ Yes _____ No

Certified Ombudsmen are urged to attend the monthly team support meetings in their area. They are your best option for networking with other volunteers, connecting with your Deputy, becoming aware of any programmatic changes, and earning your continuing education credits required to maintain your certification.

If there is not a meeting scheduled in your area, you are strongly encouraged to attend the meeting held in a neighboring county, In addition, new meetings are added as volunteer numbers increase in other areas. If you cannot attend these meetings, an alternate plan for maintaining contact with your Deputy and earning continuing education credits will be necessary.

Meetings are currently held as follows:

Central Oregon	Third Thursday	10:00 - noon
Clackamas County	First Thursday	10:00 – noon
Coos/Curry County	First Thursday	9:30 – 11:30
Douglas County	First Tuesday	10:00 – noon
Eastern Oregon	Second Wednesday	10:00 – noon
Jackson County	First Wednesday	10:00 – noon
Josephine County	First Tuesday	2:00 – 4:00
Lane County	Fourth Friday	2:00 – 4:00
Marion County	Fourth Wednesday	1:00 – 3:00
Multnomah County	Second Thursday	1:00 – 3:00
Washington County	Last Thursday	10:00 - noon

Will you be able to attend monthly support meetings? Yes No

Consent to Criminal History Check

The check will assist the Office of the Long-Term Care Ombudsman in making an informed decision about candidate qualifications. In assessing the pertinences of a conviction record, the agency will consider such factors as the nature of the crime, when and where it occurred, and the duties of the position for which application is made. The checks will be completed prior to the start of training.

I authorize the Office of the Long-Term Care Ombudsman to conduct a criminal history check and I agree to provide the office with the information necessary to complete the criminal record check.

I understand that any oral or written statement made during this process that is false, fraudulent, or misleading that is contained in this form or made in the course of any related application process, whether made by me or others at my request, will result in rejection of my application, denial of appointment to a volunteer position or dismissal if discovered after appointment.

Full Legal Signature of Applicant

Date

For Internal Use Only

Date Application Received at LTCO:

Date forwarded to Recruitment and Screening:

Interview Date:



Comments:

References Checked:

Photo ID Checked:

Recruitment and Screening Recommendation: _____ Approved _____ Not Approved

State Ombudsman Recommendation: _____ Date: _____

Office of the Long-Term Care Ombudsman

Certified Ombudsman Volunteer Position Description

Certified Ombudsmen are resident advocates who identify, investigate and resolve complaints in order to protect the rights, dignity, and safety of residents in nursing homes, residential care facilities, adult care homes and assisted living facilities. Each Certified Ombudsman Volunteer is appointed by the State Long-Term Care Ombudsman and reports to the Deputy Ombudsman for his or her assigned district.

Duties:

- Visit facility residents and identify complaints and concerns.
- Monitor resident care, staffing and building condition.
- Investigate complaints.
- Work with facility staff to correct problems, using a continuum of problem resolution and advocacy skills.
- Report all apparent cases of abuse as required by program policy and procedure.
- Submit monthly reports electronically or by mail.
- Maintain communication with the Office of the Long-Term Care Ombudsman.
- Promote respect and rapport between facility residents and staff toward the Ombudsman program.
- Inform residents, their families, and facility staff about resident rights.
- Maintain confidentiality as required by law.
- Attend trainings and monthly district meetings to maintain certification.

Qualifications and Skills:

- At least 21 years of age and able to pass a criminal history check.
- Strong observation, communication and problem solving skills.
- Dependable and reliable.
- Adequate transportation to visit facilities.
- No conflict of interest (See back of this page).

Training:

- 48 hours of initial training including classroom sessions, homework and a facility visit.
- 10 hours annually of continuing education to maintain certification.

Time Commitment:

- A flexible schedule of 16 hours every month, mostly during weekday business hours. This will include facility visits, monthly volunteer support and training meetings, and required reporting of activities.
- Volunteers are requested to consider at least a one to two year commitment with the program.
- Nursing homes and residential care facilities or assisted living facilities are visited every one to two weeks. Adult care homes are visited on a regular basis depending on need.

Benefits:

- Help to improve the quality of care for residents in long-term care in the community.
- Make a personal, direct, and immediate positive impact on facility residents.
- Develop the ability to navigate long-term care systems.
- Opportunities for mentoring other volunteers.
- Receive free training, support, and background checks.
- Develop or improve public speaking, advocacy, and conflict resolution skills.
- Receive limited mileage reimbursements, if qualified.
- Be assigned to work with a spouse or partner, if both apply and attend training.
- Annual recognition, eligibility to earn the Presidential Service Award, training events as well as frequent continuing education opportunities.

OMBUDSMAN MISSION AND PHILOSOPHY

The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life; improve the level of care; protect the individual rights and promote the dignity of each Oregon citizen residing in a long-term care facility.

Each Certified Ombudsman has legislative authority to enter a long-term care facility and approach staff and residents without restriction to fulfill the Program mission. Ombudsmen are lawfully obligated to “investigate” all complaints referred by residents or on their behalf [ORS 441.109 (i)], “monitor” all government policies and actions that affect residents; protect and promote patients’ rights [ORS 441.127 (e)], and keep residents and providers informed of the Program’s objectives and concerns [ORS 441.127 (d)], as well as undertake any other legal action that promotes resident welfare “as specified” [ORS 441.127 (f)].

Whenever possible, Certified Ombudsmen solve problems informally with the appropriate, lowest level of facility staff, but higher levels of management are involved if necessary. In general, the provider’s inability or unwillingness to solve a problem at the facility level will result in a direct Ombudsman request for corrective action or a referral to outside agencies for investigation and follow-up enforcement action if necessary.

Though Ombudsmen must be professional, impartial, and fair in pursuit of their mission, they are, first and foremost, patient advocates and will approach every problem from this essential perspective.

Ombudsmen strive to be the eyes, ears and voices of long-term care residents. They encourage self-direction and autonomy among long-term care residents. They strive to remove barriers to quality care and are opponents of institutional repression wherever it exists and in whatever form it takes.

CONFLICT OF INTEREST STATEMENT

Oregon Administrative Rules: Chapter 114, Division 2 - Long-term Care Ombudsman

114-02-101 (4) “Conflict of interest with the Ombudsman Program” means that a situation exists where an individual’s personal interests may adversely influence the individual’s decisions relating to the Ombudsman Program, except that a person presently residing in a long-term care facility shall not have a conflict of interest with the Ombudsman Program. A conflict of interest with the Ombudsman Program exists when:

- a. A person or a member of the person’s immediate family has any financial or ownership interests in a long-term care facility or is employed by a long-term care facility;
- b. A person is an employee, agent, or officer of an Area Agency on Aging, type B, or the local State office of the Senior Services Division;
- c. A person has been employed by a long-term care facility within the last two years.

Office of the Long-Term Care Ombudsman www.oregon.gov/LTCO
1-800-522-2602 LTCO.contact@ltco.state.or.us
3855 Wolverine NE Suite 6 Salem, OR 97305

Frequently Asked Questions from Certified Ombudsman Applicants

Updated April, 2016

1. What is the time commitment required of Certified Ombudsman volunteers? Do they sometimes need more than that to do the job? What do the required hours include?

Per Oregon statutes, volunteers are asked to commit to 16 hours per month when they can be available at times to meet the resident's needs, *mostly during weekday business hours*. Ideally this would include visiting residents, follow up phone calls, reporting and travel to/from facilities. There are times when volunteers do spend more time on a particular case or resident, but there is flexibility when you volunteer. You can set your schedule and we ask that volunteers do not make visits at the same time, or on the same day of the week. Some volunteers donate much more time to the program, but the average is 5-8 hours a week. Volunteers can request a leave of absence for vacations, illness or other personal matters. You may need to retrain depending on the length of time away as a volunteer.

2. What kind of authority does a Certified Ombudsman have at his/her facility?

Once volunteers complete their background check, training, and pass their exam, they are certified as representatives of the State of Oregon to fulfill their Ombudsman duties. They have statutory authority to go into their assigned facility at any time, and advocate for the rights and dignity of the resident. Additionally, a Certified Ombudsman (CO's) are sometimes asked to do a back up to a facility where no CO is assigned and are entitled to the same access rights. In their role as Ombudsman, they are mandatory reporters of abuse and neglect. Our agency does not investigate or resolve any cases of abuse or neglect, but refers these issues directly to APS (Adult Protective Services).

3. How does a Certified Ombudsman begin the advocacy work and introduce him/herself to the residents in the facilities to which he/she is assigned?

Certified Ombudsmen are issued a name badge and will have a letter of introduction sent to their assigned facility. (Typically the Ombudsman will knock on the residents' door, and introduce himself or herself to the resident. The specifics are left up to the volunteers, as everyone's style is different. The goal is to inform the resident that the Ombudsman and is there to advocate for the resident.) The Ombudsman will visit the residents and establish a relationship with them. It may take a few visits for the residents to understand and trust the Ombudsman before bringing any concerns to them (this is part of why we request a long-term volunteer commitment). Issues about communicating with the elderly, staff, and families and case studies are presented at training.

4. How is an Ombudsman assigned to facilities? Is assignment to facilities that are close to the volunteer's home a priority?

CO's are assigned using two main factors: where we have a need for volunteers and the volunteers' preference. If the volunteer would prefer to have an assignment close to them we'll make every effort as long as there's a facility available. However, some volunteers prefer to visit a facility near where they may already travel or in another community. There is mileage reimbursement available for those who travel more than 20 miles.

5. When do trainings take place? Where are they held? What topics are covered in each session? What kind of test is given at the end?

Trainings generally take place once a month, scheduled around the state (the specific training schedule can be found on our website at www.oregon.gov/LTCO). If you travel to a training outside of your community you are reimbursed for travel expenses upon completing the training process. Training consists of 5 in-class days, spread over three or four weeks and a facility visit with another staff member or volunteer mentor. Training topics covered include recognizing and reporting abuse and neglect, medical terms, types of facilities, rules and regulations, communication and negotiation. Volunteers are given a great deal of resource information and are **not** expected to memorize it, but rather to know where to find the information and how to apply it. An open book, take home exam is given for the volunteer to return before being certified. Volunteers can expect to begin actively volunteering with residents about 30 days after completing day five of training.

6. What is the role of the deputies? Do all of the deputies or just one supervise volunteers?

There are seven Deputy State Long-Term Care Ombudsmen and six are assigned to geographic areas of the state; one who manages our daily calls. The deputies act as a coach and resource for the CO's, as well as provide additional support in difficult cases. Monthly team meetings are provided by the deputy assigned to the region and offer the Ombudsman an opportunity to interact with other volunteers, receive continuing education and discuss cases. You can view the bios of our staff and a current district map on our website.

7. Who directs the Office of the Long-Term Care Ombudsman, and how was that person chosen? What is their background?

The Oregon Long-Term Care State Ombudsman is appointed by the Governor for a four-year term from a list of candidates brought forward by the Residential Facilities Advisory committees with input from various agencies and entities involved in the field of aging in Oregon. Beside being the agency director, the State Long-Term Care Ombudsman also advises the Governor and Legislature on long-term care issues. You can find out more about the State Ombudsman on our website.

8. What is the most common complaint from facility residents, and how is it normally handled?

The most common complaint is about food quality. Other common issues are from a variety of scenarios; from call lights not being answered to needs of the resident being unmet, billing problems, medication errors. If the CO determines that the neglect rises to the level of abuse, the matter is reported to Adult Protective Services. If the matter can be resolved within the facility, the CO works with the staff and administration with the primary goal being to protect the rights and dignity of the resident. The role of the CO is not to make decisions or create an adversarial environment but to effectively advocate for what the resident wants.

9. What is the typical day of an Ombudsman like?

A typical day would include visiting a facility and meeting with the residents, or following up on a previous case with phone calls made from home, or meeting with facility staff. Volunteers have a great deal of discretion over when and where they make their facility visits, so a typical day can be flexible more than anything else!

10. When and where are the monthly support group meetings? Who chairs them, and what topics are covered? Is there additional training?

The monthly support group meetings are typically held for two hours monthly except for July and December. The location and time varies depending on the area and availability of the volunteers and staff. However, most meetings are on a set schedule. (i.e. The second Thursday of every month.) The Deputy for that area will lead the meeting and topics covered might be changes in laws or regulations, new research on aging, presentations about community resources, and the like. While not required, this is the volunteers BEST option to connect with staff and fellow volunteers, as well as receive continuing education hours to maintain their certification. If resources allow there is a statewide training event annually. Information about this can be found on our website.

11. What are the requirements for continuing education, and how can they be met?

Continuing education is presented at the monthly support group meetings, or volunteers can suggest an opportunity they can attend on their own with approval from a Deputy.

12. How many Certified Ombudsmen are there currently in Oregon?

Generally there are 175-200 volunteers statewide, but we are always in need of more, especially in rural areas, the Oregon Coast, and Central and Eastern Oregon.

13. How long has the Long-Term Care Ombudsman (LTCO) program been in existence?

The LTCO program has been in existence since the 1960's nationally as a result of the Older Americans Act. Every state has an Ombudsman program but are structured differently. The program began in Oregon in 1981.



14. How many people are served each year by the LTCO program?

Every year we make over 13,000 visits to residents in licensed long-term care facilities. These are a combination of responses to complaints or concerns made to our office or regular unannounced visits. Of those 13,000, over 80 percent of those visits were made by volunteers across the state. Local volunteers are the key to timely visits and effective advocacy.

15. How many people are in LTC in Oregon?

There are approximately 43,000 residents in Long-term care facilities around the state. These facilities include nursing homes, residential care facilities, assisted living facilities, and adult foster care homes. Specific information can be found on our website at www.oregon.gov/LTCO.

16. How long after I attend training will I become certified?

After training you must complete and return your certification exam and make a facility visit with a staff member or volunteer mentor. Your exam is graded and the paperwork and processing takes 2-4 weeks.