



## State of Nevada Volunteer Long Term Care Ombudsman Role Description

**VOLUNTEER ROLE TITLE:** Volunteer Long Term Care Ombudsman (VLTCO)

**TIME COMMITMENT:**

- Minimum of three (3) hours per week for a one (1) year term during State of Nevada normal business hours (Monday through Friday 8am to 5pm). Two hours will be for visitation, one hour for documentation. **No visits on state recognized holidays.**
- Attend Family Council and Resident Council meetings as needed/appropriate

**DESCRIPTION AND PURPOSE:**

A VLTCO in the Nevada State Long Term Care Ombudsman Program (LTCOP) serves persons who reside in long term care facilities by:

- Providing them with information about their rights and available resources
- Obtaining factual information about resident's complaints and communicating those complaints to the LTCOP for investigation and resolution.
- Assuring they receive quality of care and treatment from service providers.

**RESPONSIBILITIES AND DUTIES:**

- Promote the Residents' Bill of Rights among the residents, their families and the facility staff while monitoring the facility's implementation of said rights.
- Empower residents and family members to advocate for themselves, e.g., encourage them to utilize the internal grievance procedures within the facility.
- Help the residents, families and staff to understand the rules or regulations under which the facility operates.
- Advocate on behalf of residents who cannot speak for themselves, by observing and monitoring.
- Attend Resident and Family Council meetings, if invited to attend, and encourage and promote councils in facilities where they do not exist.
- Advocate and assist in resolving residents' complaints within the facility, utilizing help from the Long Term Care Ombudsman Program (LTCOP) supervisor as appropriate.
- Notify LTCOP Supervisor of unresolved problems/complaints on a regular basis. **Immediately inform Volunteer Ombudsman Supervisor of critical events, such as suspicions of abuse, neglect, isolation or exploitation.**
- Work closely with the staff of the LTCOP to develop a strong sense of teamwork and mutual support.
- Strive to establish professional relationships with residents and staff of the facility, characterized by trust and cooperation.

- Maintain current written records of contact with residents. (ex: Routine Visit, Program Activity, and Case Investigation forms) Keep such records secure. Submit these records on a weekly basis.
- Adhere to the VLTCO code of ethics, confidentiality guidelines, and other policies and procedures set forth by the LTCOP.

#### **TRAINING AND SUPERVISION:**

- Upon successful completion of a 12-hour training program, VLTCO are certified by the Nevada State Long Term Care Ombudsman
- Attendance at six (6) regular in-service training programs is required.
- Ongoing supervision and support will be provided primarily by the VLTCO Coordinator and by other LTCOP staff.
- It is understood that the volunteer may not always be informed of formal investigations being conducted by LTCOP staff at one's assigned facility.

The State of Nevada Long Term Care Ombudsman Program reserves the right to terminate a Volunteer Long Term Care Ombudsman for any of the following reasons:

- breach of confidentiality
- adversarial approach
- failure to follow program policy
- violation of conflict of interest
- or any situation deemed appropriate by the State Long Term Care Ombudsman

#### **REQUIREMENTS:**

- A volunteer must be 21 years or older.
- A sincere interest in promoting the well-being and protecting the rights of residents residing in long term care facilities.
- Ability to impartially and objectively determine whether complaints are verified or not verified.
- Acceptance and adherence to the LTCOP Code of Ethics and Standards.
- Successful completion of the VLTCO training program and completion of all necessary on-going trainings.
- Commitment to provide at least three hours per week to the VLTCO program per year.
- Commitment to follow through on specific complaints once investigation has begun
- Must have reliable transportation
- Writing and communication skills.
- Ability to provide thorough documentation in regard to Routine Visits, Program Activities, and Case documentation.

**QUALIFICATIONS:**

- Ability to develop a strong sense of trust and rapport with both residents and facility staff in difficult situations
- An ability to work cooperatively with the people who live in long term care facilities, facility staff, the VLTCO Coordinator and other LTCOP staff.
- Ability to be caring, sensitive and empathetic to facility residents
- Exceptional listening and communication skills
- Ability to be objective and impartial
- Ability to assess situations, define problems, collect data, establish facts, and draw valid conclusions
- Ability to effectively analyze problems and develop objective suggestions for resolving them.

**EVALUATION:**

The VLTCO Coordinator or designee evaluates the VLTCO job performance after three months of working with residents of their assigned long term care facility. Evaluations are then conducted annually. Annual re-certification will be based on satisfactory performance reports and completion of on-going training.

**RESTRICTIONS:**

- A VLTCO or a member of her/his immediate family may not be presently employed by, or have worked for, any long term care facility within the last year.
- A VLTCO or her/his family may not have any current fiduciary interest, either direct, indirect or implied in any long term care facility.
- A VLTCO may not be assigned to, or work in, any long term care facility in which the VLTCO or a member of her/his family resides.
- A VLTCO will not use her/his position for any financial benefit, direct, indirect or implied.
- A VLTCO will not conduct or engage in political or religious activities at the long term care facility to which she/he is assigned.
- A VLTCO will not speak with, or contact media entities (ex: conduct interviews, provide statements, etc).

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**Volunteer Name/Date**

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**Supervisor Name/Date**