

**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 staff Ombudsman;
    - b) provide appropriate and timely documentation of all activities done on behalf of the Program; and
    - c) perform 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; and
    - e) attend and support resident and family council activities.
  - 3. The Volunteer Ombudsman may 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 statewide data and tracking system.
  - 2. Volunteer case notes shall be entered into the case recording section of the statewide data and tracking system.
  - 3. When possible, volunteer reports shall be scanned and attached to the appropriate section of the statewide data and tracking system.
- F. Every person seeking certification as a Volunteer Ombudsman must:
  - 1. have an interest in advocating for residents;
  - 2. be at least 18 years of age;
  - 3. be free of irremediable conflicts of interest;
  - 4. possess good verbal, writing, and reading skills; and
  - 5. agree to a criminal background check pursuant to the Health Care Worker Background Check Act [225 ILCS 46/] and must not have a disqualifying criminal conviction.
- G. The Regional Program may establish other minimum qualifications for Volunteer Ombudsmen with the written permission of the Office.
- H. Failure to follow the direction of the Program staff person shall be grounds for de-certification.