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 paid 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;
      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 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 unremediable 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.