

NURSING HOME



Volunteers who work in our Nursing Home station are required to connect with seniors who reside in local nursing homes. Due to the pandemic, we have expanded the number of ways to connect. In addition to in-person visits, volunteers can connect with seniors by phone as well as sending encouraging cards through the mail.

MEMBERS OF THE GROUP MUST BE WILLING TO:

- Agree to a COGENT background check
- Understand HIPAA and observe strict confidentiality practices
- Report monthly hours to volunteer office by the 5th of following month
- Work under the direct supervision of an Ombudsman Representative
- Build relationships with residents
- Provide residents with access to Long Term Care Ombudsman Program
- Provide a regular LTCOP presence in the facility
- Shall NOT process complaints
- Refer complaints to certified Ombudsman Representative
- Perform specific, limited functions to assist the Ombudsman Representative process a complaint

DUTIES MAY INCLUDE:

- Disclose any conflicts of interest that could reasonably be expected to affect the individual's ability to carry out the duties of a Volunteer Visitor
- Be dependable, call/visit on your designated day/time, reschedule as necessary
- Document call/visits to help remember specific details about individuals and to report details of concerns as necessary
- Discuss non-invasive topics such as recent outings or visitors, upcoming plans, or past events
- Stay away from political or religious discussions
- Remain courteous and patient with individuals
- Report any concerns on behalf of residents to your Ombudsman Rep Supervisor