

Volunteer Ombudsman Code of Conduct

Office of the Long-Term Care Ombudsman

In order to ensure continuity of service and visibility within the community, the program asks that all volunteers serving as Ombudsmen indicate their willingness to be compliant with program expectations for training, program activity and follow-through by signing this code of conduct. Failure to adhere to this agreement and/or willful disregard for the stipulations of this agreement constitutes grounds for disciplinary action and/or possible dismissal from the Ombudsman Program.

1. Volunteer must notify the program Coordinator if unable to perform their duties due to illness or extended vacation.
2. Volunteer will develop a constructive working relationship with the facility administrator and staff.
3. Volunteer will answer questions and provide consultations within their assigned facility; volunteer will conduct facility coverage visits and other program activities as agreed upon with their coordinator. Volunteer will function in a manner compliant with the Ombudsman Program Aging Program Directive (APD) 2016-07-01
4. Volunteer will conduct casework in a manner compliant with program policy and protocol and will fully respect the resident's rights to confidentiality and provision of direction.
5. Volunteer will carefully maintain confidentiality of all information received in the facility and will not give verbal or written statements to any persons, including news media and other facilities. However, statements can be given to the media regarding general situations in which an Ombudsman can be helpful or regarding the Ombudsman program in general. The volunteer should notify the Coordinator before speaking to the media.
6. Volunteer will maintain strict confidentiality in regards to information provided by PA Department of Health/PA Department of Human Services in regards to pending facility surveys. Volunteer will not share that information with anyone other than their supervisor/coordinator.
7. Volunteer will demonstrate a basic knowledge of situations that create a conflict of interest in regards to their involvement with the Ombudsman program. Recognizing that conflicts-of-interest can be "fluid", volunteer will not only complete the conflict of interest statement at the beginning of their work with this program, but will immediately report any changes to their respective conflict-of-interest status to the program Coordinator.
8. Volunteer will fully comply with this program's prohibition of providing care to a resident, including the transport of a resident off the premises of the facility. Resident requests for care (i.e. transfer to/from bathroom; re-positioning; food or drinks, etc.) should be referred to the appropriate facility personnel with resident permission.
9. The volunteer must immediately relate any knowledge of alleged resident abuse, neglect, or mistreatment to the Ombudsman Program Coordinator. The Coordinator will then work with the Ombudsman to notify the other agencies as deemed appropriate. Certified volunteer ombudsmen and those persons serving in an official capacity as representatives of the Office of the State Long-Term Care Ombudsman are **not** considered mandated abuse reporters.
10. Volunteer will file monthly reports and completed documentation forms as outlined by the Coordinator promptly – usually within the first week of the month – for activities completed the month prior.
11. Volunteer will attend, and participate in, required mandatory training and continuing education.
12. Volunteer will relinquish all pertinent identification materials upon resignation or termination from the program.

Volunteer Signature: _____ Date: _____

Coordinator Signature: _____ Date: _____