

Volunteer Participation (AAA Administrative Support and Long Term Care Ombudsman Program)

Purpose The purpose of this procedure is to establish written procedures for the recruitment, orientation, training and performance monitoring of all volunteers working within the AAA Office, providing AAA service and administrative activities. This Policy and Procedure does not take the place of or supersede any CDA contract or Title 22 program requirements for volunteer activities within any Older American Act service area. It is the responsibility of each AAA Contractor to comply with any and all requirements for training and/or performance monitoring within their contracted service program.

Policy It is the policy of AAA PSA 26 to utilize qualified volunteers to provide support to AAA administrative activities and administrative and program mandates. Volunteers shall be recruited and used in any phase of program operations, where they are qualified.

Process The AAA Program Coordinator will ensure that all AAA volunteers receive necessary training, orientation and monitoring while working for AAA. Included in the orientation will be a review of the Lake County Policy and Procedure entitled "Volunteers". AAA Program Coordinator will ensure compliance with any specific training required by CDA in their contract with PSA 26 for any direct service provided by AAA staff, as well as monitor for Contractor compliance in this area.

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Volunteer Participation (AAA Administrative Support and Long Term Care Ombudsman Program), Continued

Procedure The following is the volunteer participation procedure:

Step	Action										
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Volunteer Participation (AAA Administrative Support and Long Term Care Ombudsman Program), Continued

Procedure,
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4	<p>Monitor Volunteer Performance: Volunteer job performance shall be monitored by the AAA Program Coordinator. If performance issues arise, they will be handled in a manner consistent with Department of Social Services and Lake County personnel procedures</p>						

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5	<p data-bbox="350 541 1414 575">Observe Additional Training Requirements for Ombudsman Volunteers:</p> <table border="1" data-bbox="350 611 1409 1377"> <thead> <tr> <th data-bbox="350 619 475 653">Stage</th> <th data-bbox="482 619 1403 653">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="350 661 475 1003">A</td> <td data-bbox="482 661 1403 1003"> <p data-bbox="488 661 1396 737">Ombudsman volunteers are required to submit the following LTCOP forms to the Office of State Long-Term Ombudsman for certification:</p> <ul data-bbox="516 758 873 1003" style="list-style-type: none"> • Conflict of Interest • Code of Ethics • Confidentiality Statement • Verification of Insurance • Application </td> </tr> <tr> <td data-bbox="350 1012 475 1304">B</td> <td data-bbox="482 1012 1403 1304"> <p data-bbox="488 1012 1396 1087">Ombudsman volunteers are required to perform the following for certification:</p> <ul data-bbox="516 1108 1230 1304" style="list-style-type: none"> • Criminal background check • 36 hours of OCLTCO approved classroom instruction • 10 hours of internship • 12 hours additional training per year </td> </tr> <tr> <td data-bbox="350 1312 475 1377">C</td> <td data-bbox="482 1312 1403 1377"> <p data-bbox="488 1312 1396 1377">Upon leaving the Ombudsman program, all volunteers must be decertified with the OSLTCO.</p> </td> </tr> </tbody> </table>	Stage	Description	A	<p data-bbox="488 661 1396 737">Ombudsman volunteers are required to submit the following LTCOP forms to the Office of State Long-Term Ombudsman for certification:</p> <ul data-bbox="516 758 873 1003" style="list-style-type: none"> • Conflict of Interest • Code of Ethics • Confidentiality Statement • Verification of Insurance • Application 	B	<p data-bbox="488 1012 1396 1087">Ombudsman volunteers are required to perform the following for certification:</p> <ul data-bbox="516 1108 1230 1304" style="list-style-type: none"> • Criminal background check • 36 hours of OCLTCO approved classroom instruction • 10 hours of internship • 12 hours additional training per year 	C	<p data-bbox="488 1312 1396 1377">Upon leaving the Ombudsman program, all volunteers must be decertified with the OSLTCO.</p>
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Attachment The “County Agreement for Volunteer Services” form is an attachment to this document.

Authority This document is written under the authority of CDA Contract, CCR Title 22, Lake County Policy and Procedure: Confidentiality and Volunteerism.