



**Certified Volunteer Long-Term Care Ombudsman Application**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, Zip Code: \_\_\_\_\_

Preferred phone number: \_\_\_\_\_

Secondary phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Best time available to contact you? \_\_\_\_\_

Are you at least 18 years of age?    Yes    No

Employment Status:    Full-Time    Part-Time    Retired    Student    Other

Employer and/or school within last five years:

\_\_\_\_\_  
\_\_\_\_\_

How did you learn about the Volunteer Ombudsman opportunity?

\_\_\_\_\_  
\_\_\_\_\_

Why do you want to be a Volunteer Ombudsman?

\_\_\_\_\_  
\_\_\_\_\_

List/describe your past and present volunteer experiences.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Describe any skills or strengths you have that would be valuable to the VOP.

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Are you able to use computer software such as Google and Microsoft Word?

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Do you speak any languages other than English?      Yes      No

If yes, what is your level of fluency? \_\_\_\_\_

Will you be able to spend a minimum of three hours every month visiting an assigned facility?      Yes      No

Will you be able to complete 36 hours of certification training?      Yes      No

Will you be able to commit to at least one year of volunteer service?      Yes      No

If no, are you a college student or seasonal traveler who spends several months in another state during the year?      Yes      No

Would you be able to commit to at least nine months of volunteer service to the Volunteer Ombudsman Program?      Yes      No

To maintain certification, volunteers must complete up to 18 hours of continuing education (provided by the OSLTCO) each year. Are you willing to complete this requirement to maintain certification?      Yes      No

Will you be able to provide your own transportation?      Yes      No

All Volunteer Ombudsmen will need to pass a comprehensive criminal background check before their service begins. Are you willing to consent to a criminal history records check?  
Yes      No

Name and town of the facility where you would like to serve as a Certified Volunteer Long-Term Care Ombudsman (if known)?

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In addition to your regular Volunteer Ombudsman duties, would you be interest in helping with administrative projects (Des Moines office)?      Yes      No

### Emergency Contact Information

In the event that you become a certified volunteer ombudsman we will need to know who we should notify in case of an emergency.

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**IMPORTANT – PLEASE READ**

If I am accepted as a Certified Volunteer Long Term Care Ombudsman, I agree to read the volunteer training manual and participate in orientation prior to beginning my volunteer duties.

I consent to the posting of my name and photo at the designated facility.

I agree to volunteer no less than three hours per month advocating for residents in my assigned facility. I agree to submit reports in a timely fashion and be responsive to communication from program staff.

I understand that in order to maintain certification I must complete the required hours of continuing education in the first year of assignment and each year thereafter.

I understand that failure to fulfill these responsibilities may result in termination of volunteer duties.

**VOLUNTEER PROGRAM**

I understand that I am applying to be a Certified Volunteer Long Term Care Ombudsman for the Department of Health and Human Services, Office of the State Long Term Care Ombudsman.

My volunteer work will be conducted in a long-term care facility, but I understand that I am NOT a volunteer for the facility.

I understand that I can contact the Office of the State Long-Term Care Ombudsman at any time for information or assistance and that contacts and referral procedures will be spelled out in my training.

By signing this application, I verify that all information is true and correct; I understand the responsibilities associated with this volunteer position and agree to abide by these terms.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(or full legal name if signing electronically)

Mail completed application to: [sltco@hhs.iowa.gov](mailto:sltco@hhs.iowa.gov)

or

Office of the State Long-Term Care Ombudsman

Division of Compliance

321 E 12th St, 4th Floor

Des Moines, IA 50319

### Code of Ethics for Long-Term Care Ombudsman

The National Association of State Long Term Care Ombudsman Programs

1. The ombudsman provides services with respect for human dignity and the individuality of the client, unrestricted by considerations of age, social or economic status, personal characteristics, or lifestyle choices.
2. The ombudsman respects and promotes the client's right to self-determination.
3. The ombudsman makes every reasonable effort to ascertain and act in accordance with the client's wishes.
4. The ombudsman acts to protect vulnerable individuals from abuse and neglect.
5. The ombudsman safeguards the client's right to privacy by protecting confidential information.
6. The ombudsman remains knowledgeable in areas relevant to the long-term care system, especially regulatory and legislative information, and long-term care service options.
7. The ombudsman acts in accordance with the standards and practices of the Long-Term Care Ombudsman Program, and with respect for the policies of the sponsoring organization.
8. The ombudsman will provide professional advocacy services unrestricted by his/her personal belief or opinion.
9. The ombudsman participates in efforts to promote a quality, long term care system.
10. The ombudsman participates in efforts to maintain and promote the integrity of the Long-Term Care Ombudsman Program.
11. The ombudsman supports a strict conflict of interest standard that prohibits any financial interest in the delivery or provision of nursing home, board, and care services, or other long-term care services that are within their scope of involvement.
12. The ombudsman shall conduct himself/herself in a manner that will strengthen the statewide and national ombudsman network.

I have received and agree to abide by this code of ethics.

\_\_\_\_\_  
Signature of Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
State Long-Term Care Ombudsman

\_\_\_\_\_  
Date

**Office of the State Long-Term Care Ombudsman  
Conflicts of Interest Form**

1. Do you currently work, or have you previously worked for a managed care organization, long term care facility, assisted living program, or elder group home or participated in the management, ownership, or operation of that entity within the previous year? ☐Yes ☐No

If yes, please provide the name of the entity, the position held, and the duties associated with this role:

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2. Do any of your immediate\* family members currently work, or have previously worked for a managed care organization, long term care facility, assisted living program, or elder group home or participated in the management, ownership, or operation of that entity within the previous year? ☐Yes ☐No

If yes, please provide the name of the entity, the position held, and the duties associated with this role:

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3. Have you owned, operated, or had any investment interest in any existing or proposed managed care organization, long term care facility, assisted living program, or elder group home in the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

4. Have any of your immediate family members owned, operated, or had an investment interest in any existing or proposed managed care organization, long term care facility, assisted living program, or elder group home in the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

5. Have you been involved in the licensing, surveying or certification of a managed care organization, long term care facility, assisted living program, or elder group home in the previous one year? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

6. Have any of your immediate family members been involved in the licensing, surveying or certification of a managed care organization, long term care facility, assisted living program, or elder group home in the previous one year? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

7. Have you received, or have the right to receive remuneration (in cash or in kind) under a compensation arrangement with an owner or operator of a long-term care facility or a managed care organization within the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

8. Have any of your family members received, or have the right to receive remuneration (in cash or in kind) under a compensation arrangement with an owner or operator of a long-term care facility or a managed care organization within the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

9. Have you received any form of payment, gift, or gratuity of significant value from a managed care organization, long term care facility, assisted living program, or elder group home, operator, resident, tenant, or resident/tenant representative in the previous two years?  
☐Yes ☐No

If yes, please explain: \_\_\_\_\_

10. Have any of your immediate family members received any form of payment, gift, or gratuity of significant value from a managed care organization, long term care facility, assisted living program, or elder group homeowner, operator, resident, tenant, or resident/tenant representative in the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

11. Have you accepted money or any other consideration from anyone other than an entity approved by the SLTCO for the performance of the Office of the State Long-Term Care Ombudsman program duties with the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

12. Have you provided a provision of service with an outside employer that may conflict with the duties of a Representative of this Office within the previous one year? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

13. Have you provided services to residents of a facility or tenants of an assisted living or elder group home in which a member of your immediate family resides within the previous two years? ☐Yes ☐No

If yes, please explain: \_\_\_\_\_

14. Have any of your immediate family members provided services to residents of a facility or tenants of an assisted living or elder group home in which a member of your immediate family resides within the previous two years? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_

15. Have you served as a guardian or other surrogate decision-maker for a resident/tenant residing in a facility within the previous one year? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_

16. Have any of your immediate family members served as a guardian or other surrogate decision-maker for a resident/tenant located within the previous one year? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_

17. Have you resided in a long-term care facility, assisted living or elder group home within the previous two years? ☐ Yes ☐ No

If yes, please provide the name and location of the entity:  
\_\_\_\_\_

18. Have any of your immediate family members or friends resided in a long-term care facility, assisted living or elder group home within the previous two years? ☐ Yes ☐ No

If yes, please provide the name and location of the entity:  
\_\_\_\_\_

19. Have you participated in activities which could negatively affect your ability to serve residents/tenants/Medicaid members, or which are likely to create a perception that your primary interest is other than as an advocate of the resident/tenant/members within the previous one year? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_

20. Have any of your immediate family members participated in activities which could negatively affect your ability to serve residents/tenants/Medicaid members, or which are likely to create a perception that your primary interest is other than as an advocate of the resident/tenant/member within the previous one year? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_





21. Do you have part-time employment that would create the perception that you could not advocate for residents, tenants, or Medicaid members? ☐Yes ☐No

If yes, please provide the name and location of your employer and include your job title and responsibilities:

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22. Have you had a founded child or dependent adult abuse report against you since your initial employment with the state? ☐Yes ☐No

If yes, please provide additional information:

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23. Have you had a criminal conviction against you since your initial employment with the state? ☐Yes ☐No

If yes, please provide additional information:

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Name (printed): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Reviewed on: \_\_\_\_\_ Reviewed on: \_\_\_\_\_ Reviewed on: \_\_\_\_\_

*\*Please note when answering the questions: Immediate family means a member of the household or a relative with whom there is a close personal or significant financial relationship.*

## Request and Acknowledgement to Conduct Registry and Record Check

I understand and acknowledge that the Iowa Department of Health & Human Services (hereinafter "Department") is required by statute to conduct Child Abuse Registry, Dependent Adult Abuse Registry, Sexual Offender Registry checks and/or DCI/FBI Criminal History Record checks for specific categories of persons who have direct contact with the Department's clients, provide Department approved services for the Department's clients or have access to IRS Federal Tax Information and hereby request the Department conduct such a Registry and/or Record check regarding me.

**Nothing within this form shall be construed as a guarantee to have direct contact with the Department's clients or provide Department approved services for the Department's clients.**

### Sexual Offender Registry

I hereby request and give permission to the Department to conduct a Sexual Offender Registry check. I further give permission to the Department to conduct such a registry check at any time while I have direct contact with the Department's clients or provide Department approved services for the Department's clients.

Signature	Date
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### Child Abuse Registry

I hereby request and give permission to the Department to conduct a Child Abuse Registry check. I further give permission to the Department to conduct such a registry check at any time while I have direct contact with the Department's clients or provide Department approved services for the Department's clients.

Signature	Date
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### Dependent Adult Abuse Registry

I hereby request and give permission to the Department to conduct a Dependent Adult Abuse Registry check. I further give permission to the Department to conduct such a registry check at any time while I have direct contact with the Department's clients or provide Department approved services for the Department's clients.

Signature	Date
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### Criminal History Record

I hereby request and give permission to the Department to conduct a DCI and FBI Criminal History Record check. I further give permission to the Department to conduct such a registry check at any time while I have direct contact with the Department's clients, provide Department approved services for the Department's clients or have access to IRS Federal Tax Information.

Signature	Date
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### Information Required for Registry and Record Check

(Please type or print legibly.)

Last Name	First Name	Middle Name	Maiden Name (if applicable)
Alias (if applicable)	Alias (if applicable)	Alias (if applicable)	Alias (if applicable)
Date of Birth	Gender	Social Security Number	Reason for Check - Select Reason: Access IRS/FTI; ** Non-IRS/FTI
Address			City
State	ZIP	<input type="checkbox"/> This is an initial check. <input type="checkbox"/> This is a renewal or recheck.	

#### For DHS Employees, Volunteers or Contractors **only**

Position	
Office Name & Address	
HHS Division, Region	Supervisor

#### For HHS - HR use **only**

Date Docs Rec