

VOLUNTEER OMBUDSMAN PROGRAM

Online Data System Manual



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I. HOW TO CREATE A NEW ENTERPRISE A&A USER ACCOUNT

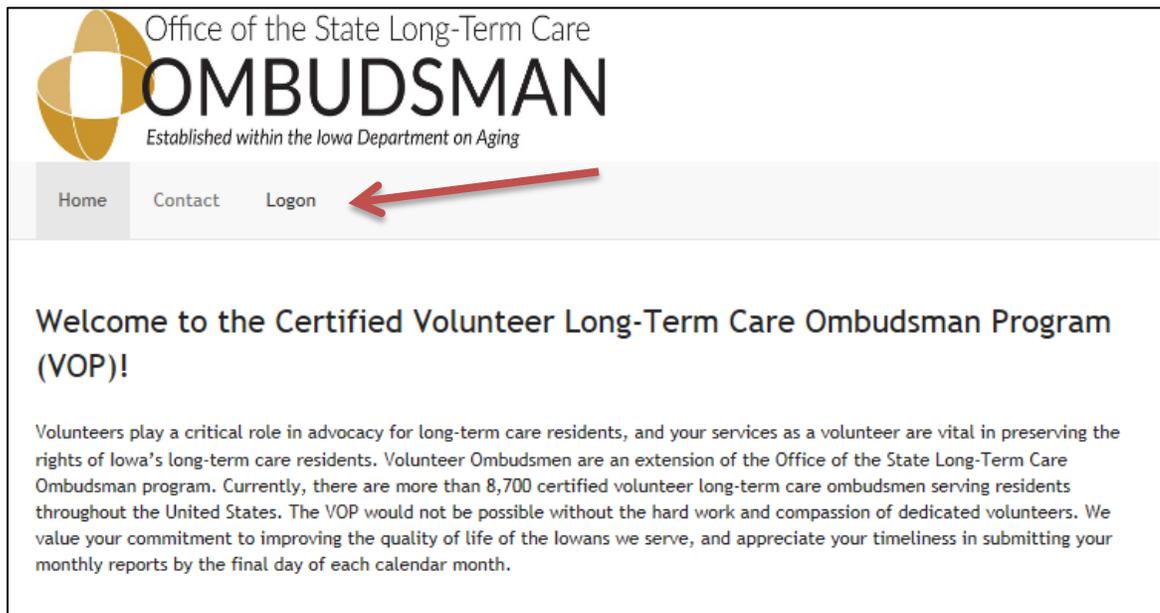
To utilize the Online Data System (ODS) an Enterprise A&A account is required. To create an Enterprise A&A account, access the ODS by either of the following methods (it does not matter which method is used):

- Enter the ODS direct link <https://vop.iowa.gov/> in the address bar

OR

- Visit the Office of the State Long-Term Care Ombudsman's VOP site <https://www.iowaaging.gov/VOP> and click on the [Volunteer A&A](#) link at the bottom of the page.

On the ODS home page, click on the Logon tab:



Upon clicking the Logon tab, the sign in screen will appear.

- If you **do** have an Account Id, proceed to step two: HOW TO LOG IN TO ODS.

OR

- If you **do not** yet have an Account Id, click on the Create an Account tab.

Volunteer Ombudsman Program

Enterprise A&A What Is A&A?

[SIGN IN](#) [CREATE AN ACCOUNT](#) [FORGOT PASSWORD](#) [FORGOT ID](#)

Sign into Volunteer Ombudsman Program here.

Enter your Account Id and password to sign into Volunteer Ombudsman Program.

Account Id:

Password:

[Sign In](#) [Account Details](#)

Account Id Examples:

Public User Account Format

- `firstname.lastname@iowaid`

On the Create an Account tab, enter your first and last name and click on Register to proceed:

Volunteer Ombudsman Program

Enterprise A&A What Is A&A?

[SIGN IN](#) [CREATE AN ACCOUNT](#) [FORGOT PASSWORD](#) [FORGOT ID](#)

Create an account for Volunteer Ombudsman Program here.

Sign up now to get credentials you can use for Volunteer Ombudsman Program and at other Enterprise A&A enabled sites.

First Name:

Last Name:

[Register](#)

Possibly have an account already?
Click [here](#) for a listing of all A&A enabled applications. If you created an account for any of these applications you don't need to create a new account.

The Single Sign On screen will appear. The Account Id, First Name, and Last Name fields will be automatically populated. Enter your email address in the Email and Confirm Email fields, and then click on Save Account Details.

Volunteer Ombudsman Program

Single Sign On - Volunteer Ombudsman Program

Account Id: MEREА.TESTING2 @IOWAID

First Name: Merea

Last Name: Testing2

Email: mbenny8@gmail.com

Confirm Email: mbenny8@gmail.com

Save Account Details Cancel

You are looking at CI Registration Transaction Id: EYHAUG

Enterprise A&A

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[Additional Terms, Privacy & Warranty Information](#)

A message will appear indicating you will receive an email confirmation of your registration. Confirm receipt of this email at the address you provided and follow the accompanying instructions within 24 hours of receipt to complete your account registration. Once the registration is complete, proceed to step two: HOW TO LOG IN TO ODS.

Volunteer Ombudsman Program

Single Sign On - Volunteer Ombudsman Program

An email has been sent to the email address you provided. It will contain your Account id and instructions to complete your registration.

The email that was just sent to you may show up in a matter of seconds or could take hours. Once sent, we have no way to track this email to determine if or when you have received it. If you do not receive an email within 48 hours you will not be able to complete the registration process and will need to re-register.

Possible reasons you did not receive the email to confirm your account.

1. When registering, you may have entered an invalid email id in both of the email and confirm email text boxes.
2. The email may have gone to your spam, junk, or blocked email folders.
3. In rare occurrences email security products are not allowing this email to be received normally.

Please note: If you do not complete the registration process defined in the confirmation email within 48 hours, you will be required to start the registration process over.

II. HOW TO LOG IN TO ODS

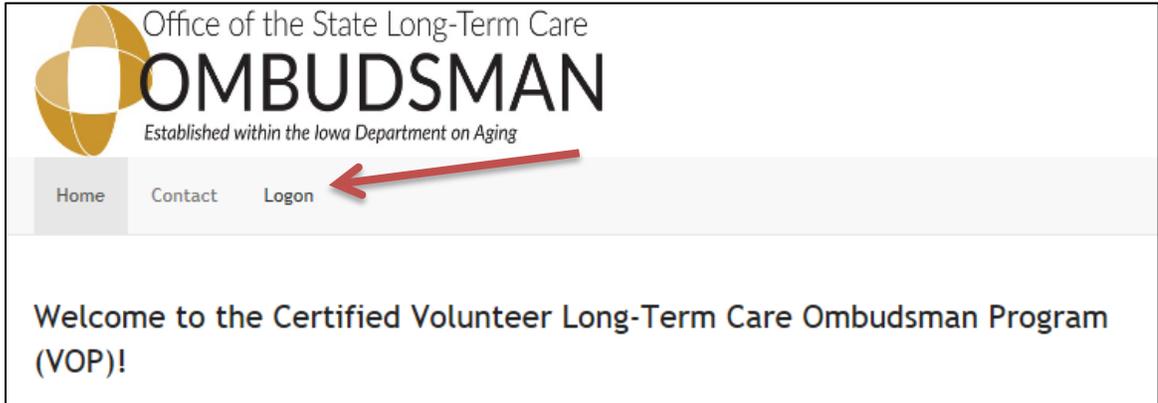
Once you have an Enterprise A&A account, access the ODS by either of the following methods:

- Enter the ODS direct link <https://vop.iowa.gov/> in the address bar

OR

- Visit the Office of the State Long-Term Care Ombudsman's VOP site <https://www.iowaaging.gov/VOP> and click on the [Volunteer A&A](#) link at the bottom of the page.

On the ODS home page, click on the Logon tab:

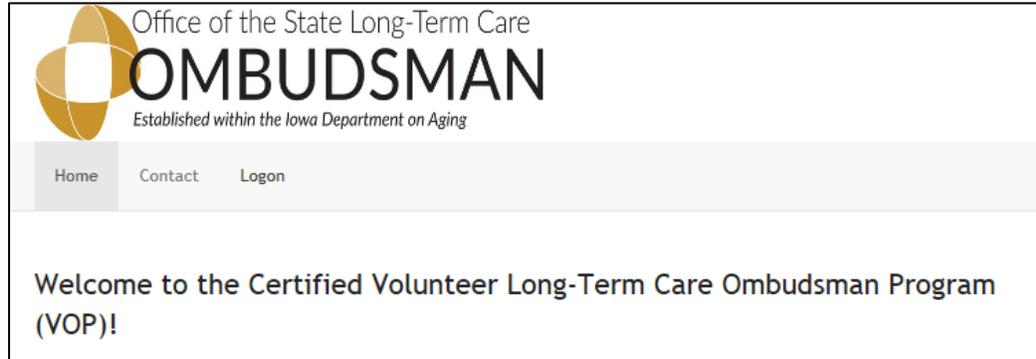


Upon clicking the Logon tab, the sign in screen will appear. Enter your Enterprise A&A account ID and password, and click Sign In:



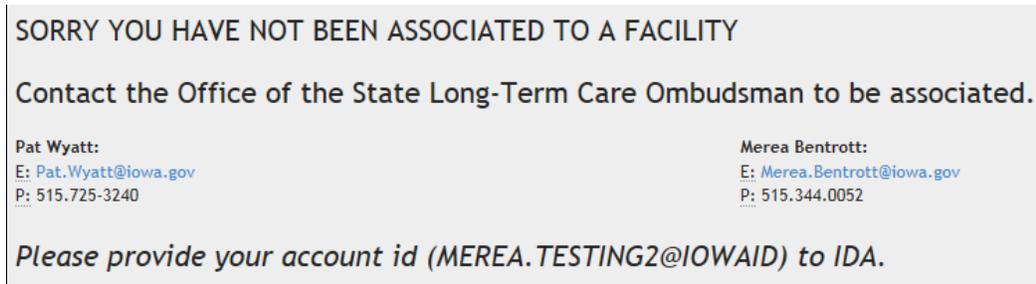
After you have signed in, one of two screens will appear:

- If the ODS home page appears, proceed to step three: HOW TO ENTER A NEW FACILITY REPORT.



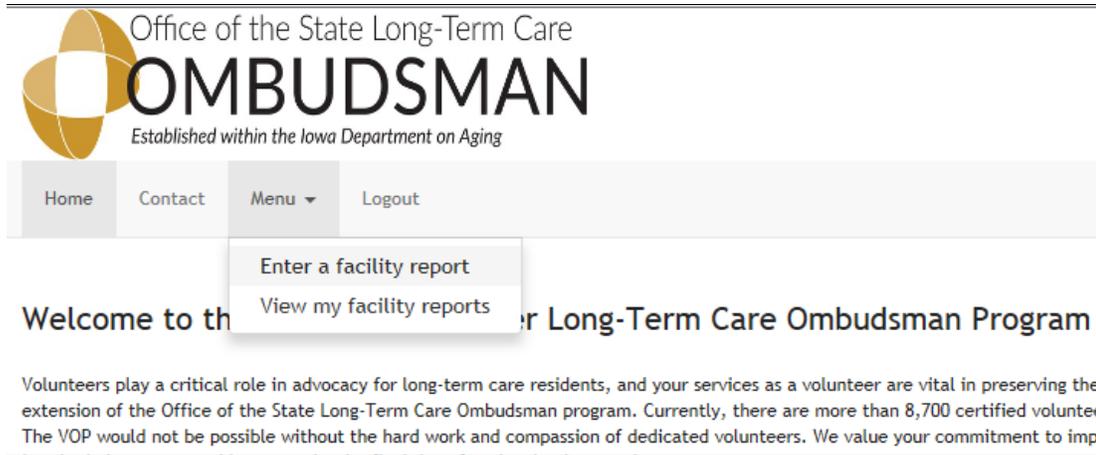
OR

- If the "SORRY YOU HAVE NOT BEEN ASSOCIATED TO A FACILITY" error message page appears, contact your Volunteer Ombudsman Program Coordinator and request to be associated to a facility. Once you have been associated with a facility in the ODS system, you must restart your browser and return to step two: HOW TO LOG IN TO ODS.



III. HOW TO ENTER A NEW FACILITY REPORT

Click on Menu, and choose Enter a Facility Report to access a blank report template.



The volunteer name, current month and year, and facility name are automatically populated.

The screenshot shows the "Facility Report" form. The fields are pre-populated with the following information: Volunteer: merea.testing@iowaid; Month: October; Year: 2014; Facility Name: Zearing Health Care, LLC; Total hrs spent in facility: 0; Total facility visits: 1. The "Facility contact name/title:" field is empty and has a text input box next to it.

Enter the facility contact name and title.

This screenshot is identical to the previous one, but a red arrow points to the "Facility contact name/title:" field, indicating where the user should enter this information.

Enter the date of the facility visit in the Visit Date field.

The screenshot shows a table titled "Facility visits" with a header row containing "Visit Date", "Start Time", and "End Time". Below the header, there are three empty input fields for each column. A red arrow points to the "Visit Date" field. At the bottom of the table, there is an "Add visit" button.

Enter the arrival time in the Start Time field and the departure time in the End Time field.

Total facility visits: 1

Facility visits		
Visit Date	Start Time	End Time
<input type="text"/>	<input type="text"/>	<input type="text"/>

Add visit

After the visit date and time are entered, click on Add Visit to add any and all additional visits which occurred during the month.

Total facility visits: 2

Facility visits		
Visit Date	Start Time	End Time
1/5/2015	2:15 PM	3:15 PM
1/6/2015	10:00 AM	11:00 AM

Add visit

Enter the total number of residents visited throughout the current month, the total number of new residents visited, and whether a Resident Council meeting was attended.

Total # of Residents visited?

Total # of New Residents visited?

Resident Council meeting attended? Yes No

If a Resident Council meeting was attended, when Yes is selected, a field will appear to enter the date and start time of the Resident Council meeting.

Total # of Residents visited?

Total # of New Residents visited?

Resident Council meeting attended? Yes No

Meeting date & time

Describe any facility concerns identified by residents or yourself as related to the following items: PLEASE NOTE: The items listed in this section "checklist", but a guide for volunteer visits. It is not necessary to make notes or address each item individually (i.e., "Yes/No"), only those which are each visit.

NOTE: Clicking on the blue statement links below will display or hide areas for you to answer and to enter related notes.

N/O = Not observed

Section I. Environment/Safety

A. [The current VOP and Residents' Rights posters are visibly posted](#)

B. [Noise levels and temperatures are comfortable throughout the facility](#)

C. [The facility, including residents' personal rooms and common areas, smell pleasant](#)

Read all of the posted instructions prior to entering the facility report information:

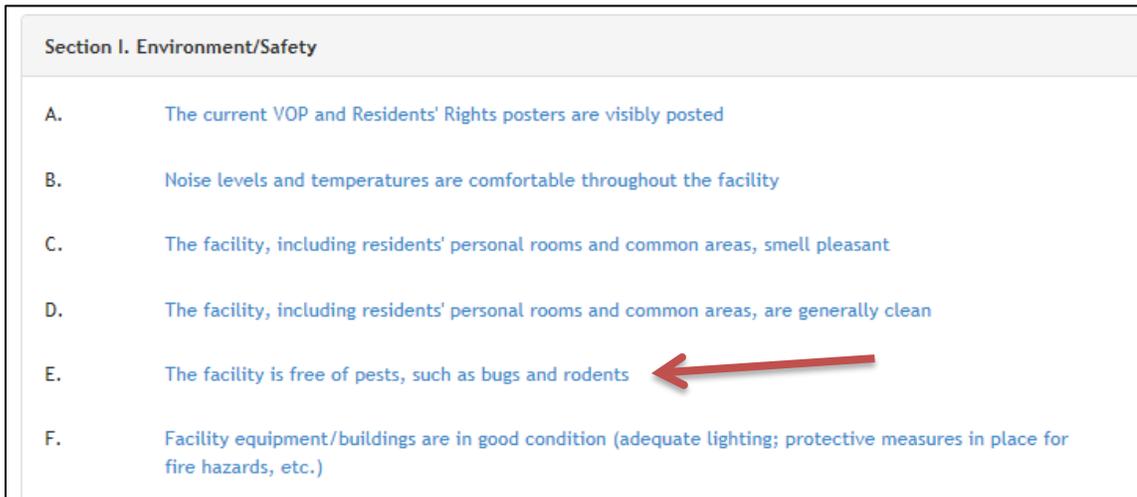
Describe any facility concerns identified by residents or yourself as related to the following items: PLEASE NOTE: The items listed in this section are not a "checklist", but a guide for volunteer visits. It is not necessary to make notes or address each item individually (i.e., "Yes/No"), only those which are relevant upon each visit.

NOTE: Clicking on the blue statement links below will display or hide areas for you to answer and to enter related notes.

N/O = Not observed

Sections I-V (Environment and Safety – Residents Rights) of the facility monthly report should be completed using the following method:

- To indicate an observation has been made at a facility, click on the desired item observation category. For example, to select the item "E. The facility is free of pests, such as bugs and rodents" located in Section One: Environment/Safety, the user will click the blue text.



Section I. Environment/Safety

A. [The current VOP and Residents' Rights posters are visibly posted](#)

B. [Noise levels and temperatures are comfortable throughout the facility](#)

C. [The facility, including residents' personal rooms and common areas, smell pleasant](#)

D. [The facility, including residents' personal rooms and common areas, are generally clean](#)

E. [The facility is free of pests, such as bugs and rodents](#)

F. [Facility equipment/buildings are in good condition \(adequate lighting; protective measures in place for fire hazards, etc.\)](#)

- A Comment box will appear where a description of the observation may be entered, though it is not required.



E. [The facility is free of pests, such as bugs and rodents](#)

Options

Yes No N/O

F. [Facility equipment/buildings are in good condition \(adequate lighting; protective measures in place for fire hazards, etc.\)](#)

- A box entitled Options will also be displayed. In this example, to report the user observed the facility is free of pests the “Yes” button would be selected. To report the user observed the facility is not free of pests, the user would select the “No” button. Users are not required to select a button for each item, only those which are relevant upon each visit. The “N/O” button is the default selection and indicates the user did “Not Observe” this item and is therefore unable to provide either a yes or no answer.



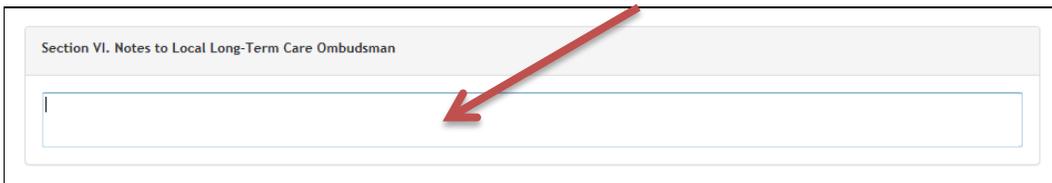
E. The facility is free of pests, such as bugs and rodents

Options

Yes No N/O

F. Facility equipment/buildings are in good condition (adequate lighting; protective measures in place for fire hazards, etc.)

In Section VI, notes for the Local Long-Term Care Ombudsman may be entered in the text box. Users are not required to complete this section. Notes should include any information the Local Long-Term Care Ombudsman should be aware of that was not included already included in another section of the report.



Section VI. Notes to Local Long-Term Care Ombudsman

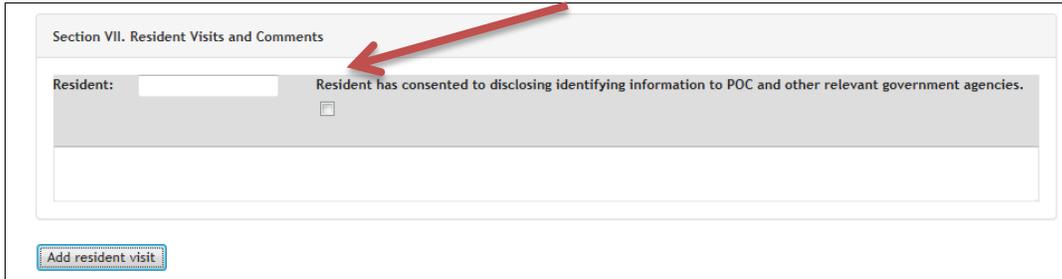
To add information related to a resident visit, click the Add Resident Visit button in Section VII. Users are not required to complete this section.



Section VII. Resident Visits and Comments

Add resident visit

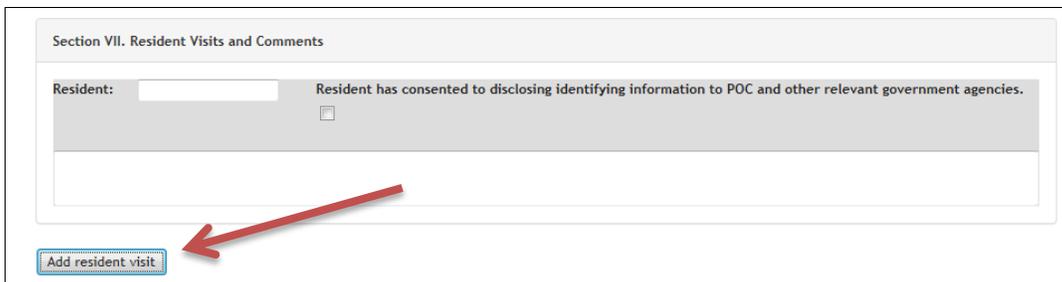
Enter the resident's name in the text box next to Resident and check the box next to the statement "Resident has consented to disclosing identifying information to POC and other relevant government agencies" if the resident consents. If the resident does not consent, the box should remain unchecked. Comments related to the resident visit may be entered in the text box below.



Section VII. Resident Visits and Comments

Resident: Resident has consented to disclosing identifying information to POC and other relevant government agencies.

To add additional resident visits, click the Add Resident Visit button and additional resident visit fields will appear. Users may add as many resident visits as necessary.



Section VII. Resident Visits and Comments

Resident: Resident has consented to disclosing identifying information to POC and other relevant government agencies.

If at any point in the report you need to exit the report prior to submitting, scroll to the bottom of the report and click the blue Save button. Upon saving, the user may return to the report to edit as described in step four: HOW TO EDIT A SAVED REPORT.



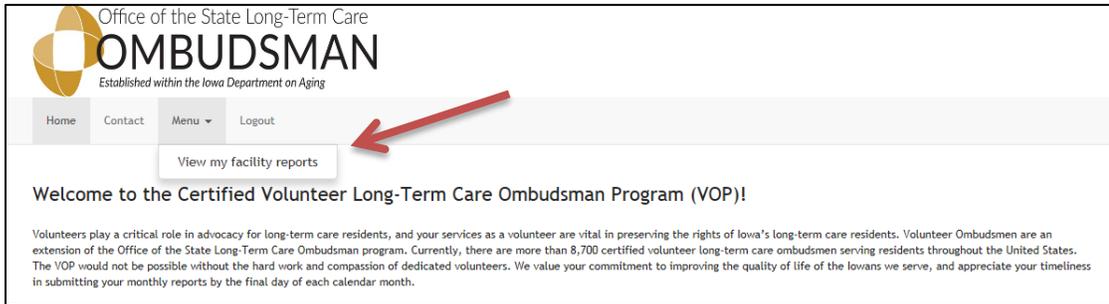
Are you done for the month? If so, you can submit this report by clicking the "Save & Submit" button below. Once the report is submitted it can no longer be edited.

When the monthly report is complete, click the yellow Save and Submit button. Only one report may be created per month. Once a report has been submitted, it may no longer be edited.



IV. HOW TO EDIT A SAVED REPORT

From the ODS home page, click on View My Facility Reports:



A complete list of your facility reports will be displayed. Scroll to locate the desired report then click on the orange **Edit** button.



The selected report will appear and may be edited as necessary. When you have finished editing, click the blue **Save** button. Upon saving you may again return to the report to edit.

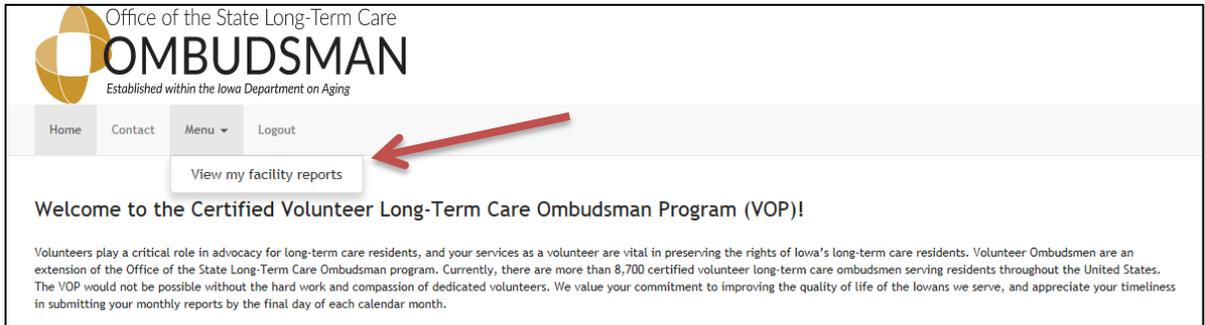


When the monthly report is complete, click the yellow Save and Submit button. Only one report may be created per month. Once a report has been submitted, it may no longer be edited.



V. HOW TO VIEW PREVIOUSLY SUBMITTED REPORTS

From the ODS home page, click on **View My Facility Reports**:



Office of the State Long-Term Care
OMBUDSMAN
Established within the Iowa Department on Aging

Home Contact Menu Logout

View my facility reports

Welcome to the Certified Volunteer Long-Term Care Ombudsman Program (VOP)!

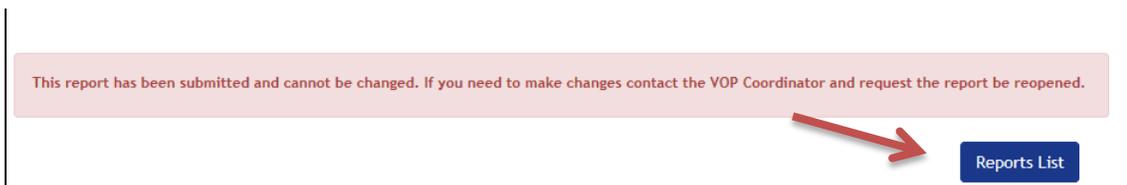
Volunteers play a critical role in advocacy for long-term care residents, and your services as a volunteer are vital in preserving the rights of Iowa's long-term care residents. Volunteer Ombudsmen are an extension of the Office of the State Long-Term Care Ombudsman program. Currently, there are more than 8,700 certified volunteer long-term care ombudsmen serving residents throughout the United States. The VOP would not be possible without the hard work and compassion of dedicated volunteers. We value your commitment to improving the quality of life of the Iowans we serve, and appreciate your timeliness in submitting your monthly reports by the final day of each calendar month.

A complete list of your facility reports will be displayed. Scroll to locate the desired report then click on the blue View button with the word "Submitted" next to it.



#	Facility Name	Volunteer	Report Date	Action
1039	Winslow House Care Center	merea.testing2@iowaid	1/1/2015 12:00:00 AM	Edit
1031	Winslow House Care Center	merea.testing2@iowaid	12/1/2014 12:00:00 AM	View Submitted

The selected report will appear with the following notice indicating you may view the report but not edit. To return to the complete list of reports click on the blue Reports List button.

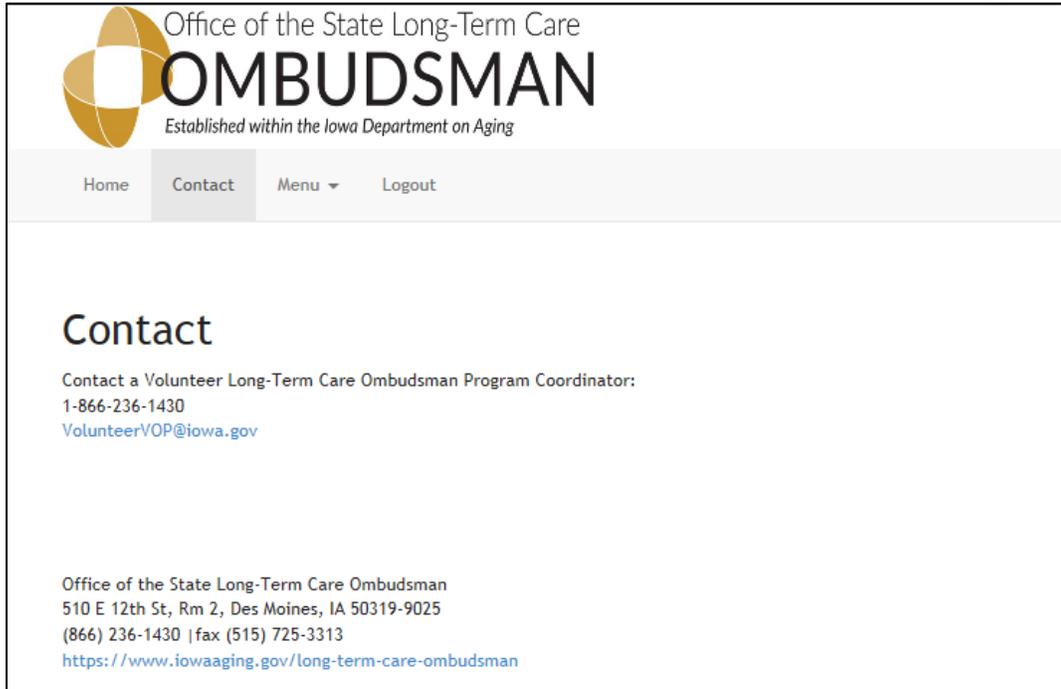


This report has been submitted and cannot be changed. If you need to make changes contact the VOP Coordinator and request the report be reopened.

Reports List

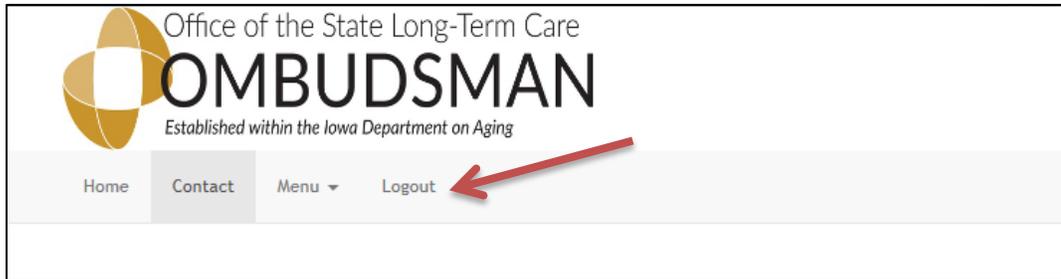
VI. HOW TO CONTACT THE VOLUNTEER OMBUDSMAN PROGRAM COORDINATORS

To access contact information for the Volunteer Ombudsman Program Coordinators, on the ODS home page click on the Contact tab and the following screen will appear:

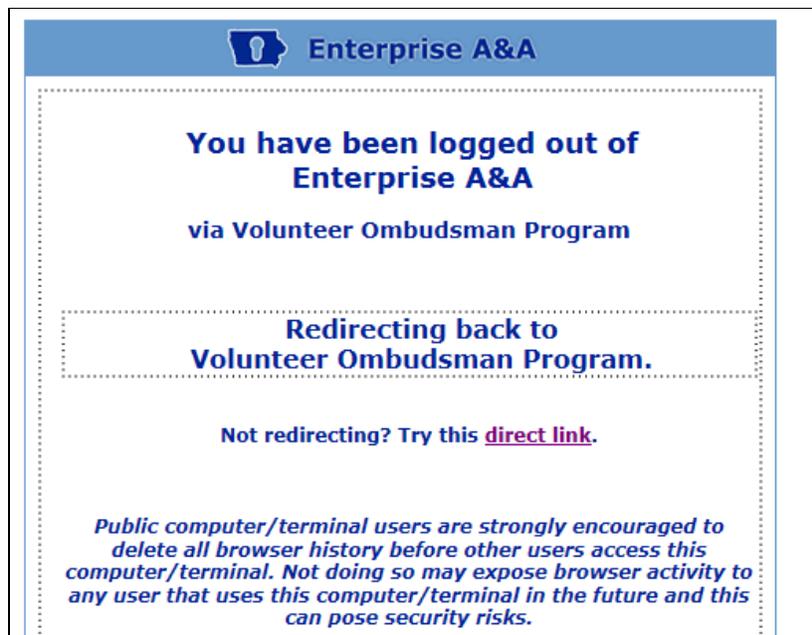


VII. HOW TO LOG OUT OF ODS

To log out of ODS, click on the Logout tab:

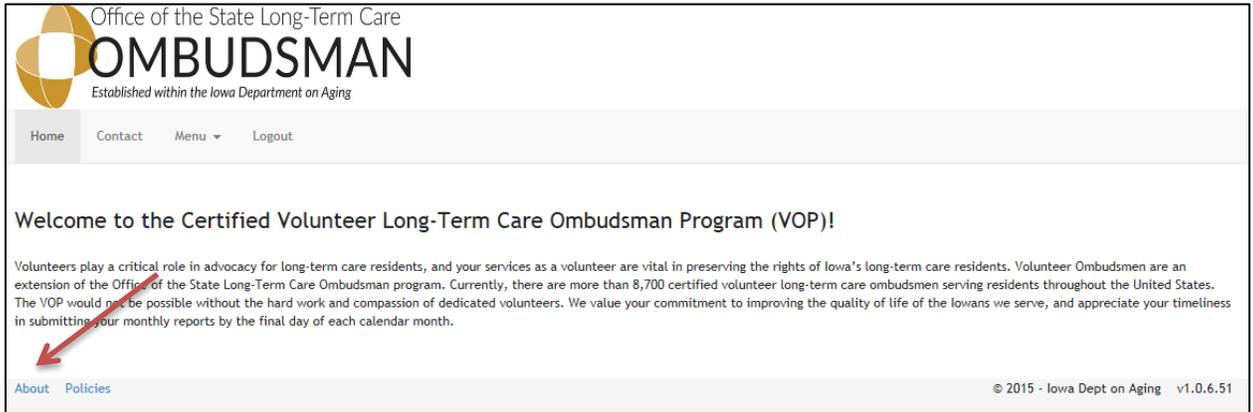


Upon successfully logging out the following screen will appear:



VIII. HOW TO ACCESS POLICIES AND GENERAL INFORMATION ABOUT THE VOLUNTEER OMBUDSMAN PROGRAM

To access information regarding the Volunteer Ombudsman Program, click on the blue “About” link located at the bottom left of the ODS Home page.



To access the VOP policy manual, click on the blue “Policies” link, also located at the bottom left of the ODS Home page.

