**Nursing Home (NH) Information Sheet**

**Volunteer Panel Member Information**

*I would like to be a volunteer on the Informal Dispute Resolution (IDR) panel. How do I apply?*

* You will need to write a brief letter explaining why you want to be on the panel.
* You will need to complete an application and list three character references.
* If chosen, you must also complete a criminal background check.

*How often will Informal Dispute Resolutions be held?*

* *A NH Panel Meeting will be held monthly.*

*If chosen for the volunteer panel, how should I prepare?*

* Become familiar with Nursing Home regulations and Interpretive Guidelines.
* Work with the volunteer coordinator to become familiar with Box.com.
* If chosen, Informal Dispute Resolution Unit staff will email the information you need using Box.com.
* This packet will include the Statement of Deficiencies (typically referred to using the form number 2567) and any documents sent to Residential Care Services to support or defend the citation.
* Volunteers must review the documents before coming to the Informal Dispute Resolution meeting.

*If chosen as a volunteer for the panel, what are some of the things I will do?*

* Listen to provider and Residential Care Service staff presentations.
* Review confidential materials to prepare for the Informal Dispute Resolution meetings.
* Vote on whether to recommend changes to the Statement of Deficiencies.
* Attend Informal Dispute Resolution training.

*Can I talk about the Informal Dispute Resolution Meeting with people outside of the meeting?*

* No, most of the information you hear and read is confidential. It is inappropriate to discuss details of what you hear during the meeting. This includes talking about how other panel members voted.
* You will be required to sign a “non-disclosure” agreement to be on the panel.
* Please be aware that your identity as a Informal Dispute Resolution panel member will not be confidential and that you could be called to testify in a court hearing.

*If chosen as a volunteer for the panel, will my name be private?*

* *Residential Care Services will not announce the names of the panel members, however, people present at the panel will know of your participation and if Residential Care Service is asked who was on the panel we will provide that information.*
* *It is also important to understand that, as a panel member, you could be required to testify in future hearings.*

*What does it mean to be a volunteer?*

* Volunteers are people who perform authorized duties without receiving compensation or other benefits.

*Is there any more detailed information I can refer to if I have more questions?*

* Yes, a “Guidelines” document is located on the Adult Family Home Pilot Project website at: [Informal Dispute Resolution (IDR) | DSHS (wa.gov)](https://www.dshs.wa.gov/altsa/residential-care-services/informal-dispute-resolution-idr)
* The website includes several documents that will be helpful to provider representatives and consumer representatives who preparing to be volunteer panel member.

If you are interested in serving as a volunteer on the Nursing Home Informal Dispute Resolution Panel and have any questions or difficulties submitting your application materials, please contact Beverly McCoy, IDR Volunteer Coordinator, at [beverly.mccoy@dshs.gov](mailto:Rhonda.Schultz@dshs.gov) or 360-725-2482.