

Georgia Long-Term Care Ombudsman Training Requirements

INITIAL TRAINING AND EXAMINATIONS - OVER 120 HOURS

Classroom Training **Minimum of 24 Hours**

Training topics include:

- Federal, state and local laws, regulations, and policies with respect to long-term care facilities
- The aging process
- Long-term care facilities
- Effects of institutionalization
- Resident rights
- Long-term care reimbursement
- Role of government agencies
- Complaint investigation and resolution skills
- Community resources

On-site Training **Minimum 10 Working Days**

Training in Nursing Facility - 7 days

- Training by facility administration and staff, interviews with residents, and observation of departmental activities
- Observation of Office of Regulatory Services survey process

Training in Personal Care Homes – 3 days

- Training by facility staff, interviews with residents, observations of daily routines and activities
- Observation of Office of Regulatory Services survey and/or complaint investigation

Examinations - Written and Oral **Approximately 20 Hours**

Examination topics include:

- Issue identification and analysis
- Complaint resolution skills
- Interviewing skills
- Negotiating skills
- Laws governing long-term care facilities and the Ombudsman Program

MANDATORY CONTINUING EDUCATION - MINIMUM OF 40 HOURS

Two 3-day statewide training conferences each year provide current information on relevant long-term care issues and LTCO management and practice. All staff ombudsmen are required to attend to maintain certification.