

Eliot Spitzer
Governor
Michael J. Burgess
Director



Two Empire State Plaza
Albany, New York
12223-1251

www.aging.state.ny.us

Dear Long Term Care Ombudsman Program Coordinators and Volunteers:

On behalf of the New York State Office for the Aging, I am pleased to extend my gratitude to all of you.

The work of LTCOP is of great importance. Ombudsmen advocate for the rights of elders and act as safeguards for their care. Without your devoted service, the older men and women of New York State could be left without a voice in their own affairs.

The actions of LTCOP coordinators and volunteers make it possible for our aging citizens to know and exercise their rights. You reaffirm they are more than elders needing care; they are citizens of this great state with ideas to contribute to the common good. You give them the ability to live their lives to the fullest, in terms of both health and happiness.

Through your efforts, the quality of life for elders living in residential setting is greatly enhanced. Thank you for your dedication to the aging population in New York State.

Cordially,

A handwritten signature in black ink that reads "Michael J. Burgess".

Michael J. Burgess

*Promoting independence and quality of life
for New York State's Elders*



Senior Citizens' Hot Line 1-800-342-9871
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Dear Coordinators and Volunteers:

On behalf of the New York State Long Term Care Ombudsman Program (LTCOP), I am pleased to present our updated Ombudsman training manual.

The State Ombudsman office is committed to providing quality training materials for Ombudsmen coordinators and volunteers. This manual is the culmination of one year's effort in 2004 to collect the most updated material regarding Ombudsman responsibilities, accurately describe the audience and environment in which Ombudsmen work, identify key legislation affecting the Ombudsman role, and package the information in a user-friendly format for both trainer and trainee use.

We are releasing this manual and companion CD, containing an interactive PDF version of the complete manual, as well as laws and regulations related to care for the aging, for use in the volunteer training program. The manual and CD serve as both a training tool and comprehensive resource guide for Ombudsman coordinators and volunteers. The manual and CD will prove invaluable in providing the best possible service to the aging population of New York State by creating a more cohesive and consistent set of rules, guidelines and best practices for LTCOP.

I would like to thank Carole Mead, Ellen Ott, Christian Reitler, Eileen Teeter and all of the Coordinators whose input and ideas helped to create this new training curriculum. In addition, I would like to extend a heartfelt thanks to all LTCOP Coordinators and Volunteers for your time and commitment to the Long Term Care Ombudsman Program. Your contributions on behalf of the elderly population in New York State are greatly appreciated!

Sincerely,

Marty Haase
NYS Long Term Care Ombudsman

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Introduction

The role of the Long Term Care Ombudsman is critical to the safety and welfare of thousands of New York State residents of long term care facilities. Through the Long Term Care Ombudsman Program (LTCOP), volunteers are empowered to advocate on behalf of long term care facility residents, protecting their basic rights to the services and care they deserve.

This training manual is for use by LTCOP staff and coordinators as they provide training to Ombudsman volunteers. The program is organized topically into eight modules. An appendix at the end of the binder provides relevant Federal and State laws referenced throughout the training modules, and other resources that may provide the trainer or trainee additional information.

RESOURCE ICONS

Throughout the manual you will find various icons placed in the outside margin of the pages. These are an indication of various resources and references found in the appendix, or may be used to alert the trainer to a tool they may use during the training process. The icon legend is as follows:



Trainer Tip: Indicates a question, role playing scenario or other form of interaction the trainer may want to have with trainees.



Legal Appendix: Refers the reader to a law or regulation found in the appendix.



Resource Appendix: Refers the reader to a resource found in the appendix. This may include the contact information and web-site address for an organization referenced in the training materials.

ADAPTATION

Trainers are encouraged to adapt the materials found in this manual to their own style and preferences. The manual is intended to provide a consistent core curriculum for all trainers involved in LTCOP. Updates will be pro-

vided on a periodic as-needed basis by the State LTCOP office, and will be disseminated via the web. Coordinators will be informed when an update is available, and may visit the LTCOP web-site to access and download copies of the updated documents.

NOTE ON WRITING STYLES

The training materials found in this manual were derived from a number of different sources. Where appropriate, sources have been identified at the end of the chapter or section. In most cases, the material is written with Ombudsmen as the direct audience in mind. However some material has been adapted from sources originally intended for residents or healthcare professionals.

FOR MORE INFORMATION The training manual was developed by the New York State Long Term Care Ombudsman Program state office. For more information about LTCOP, contact:

Martha Haase
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800 342-9871





Goals for Ombudsman Training

The primary goal for this training is to prepare volunteers to facilitate relationships between residents of a long term care facility, the facility administration, public agencies, and health and social welfare professionals, to insure that the rights of those residents are not violated.

Upon completion of this training you will:

1. Understand the history of the Long Term Care Ombudsman Program (LTCOP)
2. Understand the Resident's Rights and be able to identify when they are being violated.
3. Understand your role in advocating for residents who request your service.
4. Feel comfortable communicating with both nursing/adult care home residents, and facility staff.
5. Have the skills necessary to negotiate and mediate on behalf of the residents.
6. Become more aware of the aging process and our attitudes towards aging.
7. Become familiar with the various community resources and how to access them.
8. Appreciate how loss of personal control effects residents of long term care facilities.
9. Understand the responsibilities of the nursing and adult home regulatory agencies.
10. Become comfortable with the LTCOP record keeping process.



Production

This training manual was produced by the **New York State Long Term Care Ombudsman Program** with the **Association Development Group, Inc.** (www.adgcommunications.com), October, 2004.





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