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Outline for Ombudsman Training

- I. History and Mission Statement
- II. Program Structure
 - A. Overview – Federal/State/Regional
 - A. NACOG/Area Agency on Aging
 - B. Elder Rights Unit
 - C. Volunteer Handbook
 - D. Volunteer Forms
- III. Ombudsman Duties and Roles
 - A. Review 5 roles of ombudsman
 - B. Do's and Don'ts
 - C. Ethics/Confidentiality
 - D. Records
- IV. Long Term Care Settings
 - A. Skilled Nursing Facilities
 - 1. Staffing
 - 2. Licensing
 - B. Assisted Living Facilities
 - 1. Staffing
 - 2. Licensing
 - C. Adult Care Foster Homes
 - D. Surveys
- V. Aging Process
- VI. Resident Rights
 - a. Skilled Nursing Facilities
 - b. Assisted Living Facilities
 - c. Resident's Perspective
- VII. Communication

- a. Sensitivity Exercise
- b. Case Scenarios

VIII. Problem-Solving

- a. Investigation
- b. Resolution
 - i. Mediation
 - ii. Community Resource Referral
 - iii. APS Referral
 - iv. DHS Referral
 - v. Benefits
- c. Case Scenarios

IX. Documentation and Reports

- a. Facility Visitation Log
- b. Facility Case Reports

X. Wrap-Up – Questions

- A. Field Visits