

**Training Videos Used by Ombudsmen**  
**National Long Term Care Ombudsman Resource Center**  
**Updated January 2006**

This list is a starting point for compiling effective training tools. Thanks to all of the local and state ombudsmen and volunteer coordinators who contributed information for the compilation of this list. Please contact the Ombudsman Resource Center at 202-332-2275 if your favorite videos are not on this list.

**Ombudsman Staff and Volunteer Training**

**Advocates for Residents' Rights** (1994) 16 minutes. NCCNHR.

An introduction to the Long Term Care Ombudsman Program, presented by the late Dr. Arthur S. Flemming. Even though this film is "dated," it provides an excellent overview of the program and stresses the importance of volunteers.

*To order call 202-332-2275 or visit website at:*

<http://nursinghomeaction.org>

**And the Home of the Brave** (1989) 7 minutes. Tricepts Productions.

The story of Lillian Ross, an 84-year-old, ailing widow, on her first day of admission to a nursing home. She quickly learns about institutional living: her possessions are reduced to a handbag and a suitcase; she is assigned a room with a stranger; her first encounters with caregivers are uneasy; and in the dining hall, among other residents, she finds personal contact just as elusive. Through it all, Mrs. Ross struggles to maintain her dignity and a measure of control over her life. In the end she breaks through the isolation.

*To order call 1-800-343-5540 or visit website at:*

<http://www.keller.com/tricepts/hob.html>

**Basic Complaint Handling Skills For Ombudsmen** (1991) 27:45 minutes. NORC.

This videotape and training guide were developed to assist in teaching basic complaint handling skills to new ombudsmen. It is intended to be used in conjunction with classroom instruction. The situations on the tape are designed to provoke discussions and offer opportunities for teaching specific skills, program policies and procedures, and the ombudsman's responsibility to residents.

**Copies available through NASUA, to order call 202-898-2578.**

**Complaints of a Dutiful Daughter** 37 minutes. Terra Nova Films.

With profound insight and a large dose of levity, Complaints of a Dutiful Daughter chronicles the various stages of a mother's Alzheimer's disease and the evolution of a daughter's response to the illness. The desire to cure the incurable--to set right her mother's confusion and forgetfulness, to temper her mother's obsessiveness -- gives way

to an acceptance which is finally liberating for both daughter and mother.

**To order call 800-779-8491 or visit website at:**

<http://www.terranova.org/>

**Dispute Resolution Skills for Long Term Care Ombudsman** (1992) 24:45 minutes.  
NORC.

This videotape features five vignettes that show ombudsmen using dispute resolution techniques to handle complaints. Ombudsmen are shown using the skills of a negotiator, mediator, educator, and planner. The video was developed by the California Law center on Long Term Care for the California Department of Aging, and was originally disseminated by the National Center for State Long Term Care Ombudsman Resources to all State Ombudsmen.

**Copies available through NASUA, to order call 202-898-2578.**

**Look at Me** (1994) 5 minutes. US Department of Veterans Affairs.

A short sensitive film of a resident asking staff to look at her as a person rather than as a job. Based on a poem by a 99 year old woman.

**Copies may be available through your State Ombudsman Program.**

**Nursing Home Care Plans: Getting Good Care** (1991) 15 minutes. Developed by NORC with AARP.

An excellent training video for ombudsmen, facility staff, families, residents and the public to explain the importance of individualized care through the care planning process. Features a local ombudsman as well as three residents. Includes a user's guide with suggestions for discussion questions and key topics to cover in discussion.

**\*Copies available through AARP to order send written request to: AARP Fulfillment, 601 E Street, NW, Washington, DC 20049. Include the entire name of the video as well as stock #: C1642. You may request up to 10 copies.**

**Peege** (1974) 28 minutes. Phoenix Films, Inc.

Film depicts a family's visit to grandmother who is in a nursing home. The family fumbles through efforts to establish some meaningful communication with grandmother who suffers from dementia.

**Copies may be available through University of Michigan at (734) 764-5360 or visit website at:**

<http://www.lib.umich.edu/aml/>

## Nursing Home Staff Training

**Dress Him While He Walks: Management in Caring for Residents with Alzheimer's Disease** (1999) 20 minutes. Fanlight Productions.

This sensitive and realistic video addresses several difficult behavior patterns of Alzheimer's patients. It demonstrates practical ways of dealing with behaviors such as wandering, angry outbursts, and delusions.

*To order call 1-800-937-4113 or visit website at:*

<http://www.fanlight.com/>

**The Heart Has No Wrinkles** (1989) 16 minutes. Terra Nova Films.

This gentle video explores the issue of sexuality and older people in long term care and addresses issues of intimacy, privacy and respect for individuality. The video chronicles the lesson a worker learns as she first interrupts a couple in an intimate embrace, later jokes with co-workers about the incident and finally comes to realize that the need for love, respect and privacy does not diminish with age.

*To order call 800-779-8491 or visit website at:*

<http://www.terranoval.org/>

**I'm Pretty Old** (1992) 20 minutes. Terra Nova Films.

A resident centered video that presents listening as a vital first step in understanding and responding to the diverse needs of long-term care residents.

*To order call 800-779-8491 or visit website at:*

<http://www.terranoval.org/>

**In Your Hands - Nursing Home Resident Care** (1995) 13.5 minutes. Terra Nova Films.

This video raises issues that are central to giving "respectful care" in the facility setting. Scenes of improper caregiving and "emotionally abusive behavior" are interspersed with scenes of sensitive and respectful caregiving that honor the dignity and needs of the resident.

*To order call 800-779-8491 or visit website at:*

<http://www.terranoval.org/>

**Making It Home** (date unknown) 15 minutes. The Colorado Ombudsman Program.

An educational video to help care providers explore residents' rights in board and care and assisted living facilities. A self-study guide is included.

*Copies available through the Legal Center for People with Disabilities and Older People, to order call 1-800-288-1376.*

**Meaningful work: A Guide to Helping Residents Find Meaningful Activity** (2001) 18 minutes. Eldercare Communications.

This video is to help entry-level staff distinguish between activity and meaningful activity. Employees will identify areas of interest and benefit to residents and incorporate such activities in the daily life of the community.

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/mwv.html>

**Nursing Home Care Plans: Getting Good Care** 15 minutes. Developed by NORC with AARP.

*See description in Ombudsman and Volunteer Training section.*

**Preserving Residents' Dignity** 20 minutes. Eldercare Communications.

This video is geared specifically toward staff members working in long term care. Role-modeling vignettes bring the principles to life and show how staff members can incorporate "caregiving with dignity" into their everyday routine. A detailed facilitators' guide helps prepare and conduct a practical and participative learning session. Staff members will:

- Learn what dignity means to a resident living in a long term facility
- Hear how residents feel about practices and procedures that are common in many facilities
- Identify the key factors which can either maintain or destroy a resident's dignity
- Uncover staff behaviors which support a resident's need for dignity while still accomplishing the care task at hand

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/dgv.html>

**Preventing and Handling Abuse and Neglect** - Eldercare Communications.

This video, used in conjunction with the facilitator guide, creates a stimulating one-hour training session using situations and settings typical of those that long term care staff face every day. Role-playing vignettes give viewers slice-of-life examples. Is impatience a form of abuse? Is it abusive or neglectful to ignore a resident's call while you finish what you're doing? Staff members will learn:

- What constitutes abuse and neglect
- Risk factors that are associated with abuse and neglect
- How to implement a plan to prevent resident abuse and neglect
- How to implement a procedure to report abuse and neglect when suspected

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/pha.html>

**Quality of Life: An Introduction for Staff** 20 minutes. Eldercare Communications.

This video-based program was developed specifically for the long-term care industry and helps staff members make the connection between resident quality of life and their own care-giving behaviors. Staff learn how to:

- Relate to residents as unique individuals who have meaningful life histories
- Recognize how well-meaning staff behaviors can unintentionally diminish quality of life
- Discover the key components which contribute to quality of life
- Identify care-giving practices which enhance quality of life

A facilitators' guide accompanies the video to help provide a participative learning session and even design follow-up assignments for applying new learning to the job.

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/qlv.html>

**The Quiet Touch - A Video Course in Professional Caring - The Gift of Listening** 20 minutes. In-Sight Books, Inc.

Videos designed specifically with professional caregivers in mind--hospice, lay ministries, nursing facilities, hospitals, self-help groups--anyone who works with people in pain or in loss.

*To order call 1-800-658-9262 or visit website at:*

<http://www.insightbooks.com/>

**Residents Have the Answers: Improving Quality of Life in Long Term Care** (2002) 33 minutes. Produced by The Nursing Home Community Coalition and The Coalition of Institutionalized Aged. Terra Nova Films.

Quality assurance has long been a part of nursing home management, but most measurement has focused on the quality of care being provided rather than on the quality of life being experienced. This video and accompanying 20 page manual demonstrate a process to both define and measure quality of life in long term care facilities.

*To order call 800-779-8491 or visit website at:*

<http://www.terranoval.org/>

**Residents' Rights for Staff** (updated 2002) 20 minutes. Eldercare Communications

This video program trains staff members about fulfilling their role as guardian of the Residents' Rights. Clear, how-to instructions spell out what staff members must do, and avoid doing, during daily interactions with residents. A facilitator's guide accompanies the video as an aid to conducting a meaningful discussion session with viewers.

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/rr5v.html>

**Respecting Confidentiality** (1997) 20 minutes. Eldercare Communications.  
Every resident has a legal right to confidentiality concerning their medical, financial and personal matters. How does a facility maintain this confidentiality? How does staff know the difference between idle conversation and a breach of confidence? This video sorts through the issue and gives clean, straightforward guidance.

*To order call (800) 505-3232 or visit website at:*  
<http://www.eldercarecomm.com/pages/products/rev.html>

**Rose By Any Other Name** (1979) 15 minutes. Tricepts Productions.  
Rose Gordon, a 79-year-old woman in a nursing home, is discovered in the bed of a male resident. We see the relationship between Mrs. Gordon and Mr. Morris as warm, intimate and fulfilling, but threatened by the administration and staff of the home, Mrs. Gordon's family and the very architecture of the institution. The film explores the reactions of other people to a loving relationship between an aging pair and the pressures that are brought to end its "unseemliness."

*To order call 1-800-343-5540 or visit website at:*  
<http://www.keller.com/tricepts/rose.html>

**Seven Days a Week** (1989) 30 minutes. Terra Nova Films.  
Filmed over a nine month period the video shows a teamwork and resident centered approach to providing long term care.

*To order call 800-779-8491 or visit website at:*  
<http://www.terranoval.org/>

### **Resident, Family and Community Education**

**A Family Decision** (1984) 25 minutes. Terra Nova Films.  
Placing an elderly member in a nursing home can be a traumatic experience. Complex emotions collide with rational thought. Guilt and anger mix with love and concern. *A Family Decision* focuses on the emotional difficulties of placing an elderly family member in a nursing home. In this moving video presentation, people openly discuss the experiences and feelings that made up their own decision making process.

*To order call 800-779-8491 or visit website at:*  
<http://www.terranoval.org/>

**Helping Hands - The Right Way to Choose a Nursing Home** 26 minutes. AHCA.  
This video provides consumers with in-depth information about the nursing home selection process. Helping Hands takes potential residents and their families on a video tour of a facility and reviews a checklist of items to consider when selecting a facility.  
*To order contact the AHCA bookstore at 1-800-663-7387 or check our their website at:*  
<http://www.ahcabookstore.org/publications1.htm>

**How to Have a Meaningful Visit with Your Loved One at a Nursing Facility** 38

minutes. Terra Nova Films.

Suggestions for how, when, and where to visit residents; how to establish realistic goals; how to solve problems that arise; and how to visit a resident with severe dementia.

*To order call 800-779-8491 or visit website at:*

<http://www.terranova.org/>

**No Easy Answer: Moving Beyond the Guilt** (date unknown) 23 minutes. Eldercare Communications.

Placing a loved one in a long term care facility is never easy for the family. The family may experience overwhelming feelings of guilt and loss. This sensitive, caring program is designed for facilities to help troubled family members.

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/neav.html>

**Orientation for Youth: Aging and Nursing Homes** 40 minutes. BiFolkal Productions.

Teaches children what to expect when they visit the nursing home. Takes children on a visit through the home as they encounter "illness, smells, yells, and huggers."

*To order call 1-800-568-5357 or visit website at:*

<http://www.bifolkal.org/>

**Residents' Rights for Residents** 20 minutes. Eldercare Communications

Residents and their families need to know the residents' legally protected rights. This video is geared for the unique needs of those who live and work in long-term care facilities. The program introduces residents and their families to their rights. Slice-of-life vignettes show how rights are protected throughout a typical day, while caring interview segments reassure the residents of your staff's attention to their needs. A facilitator's guide is available to help plan for and conduct a meaningful discussion session with viewers.

*To order call (800) 505-3232 or visit website at:*

<http://www.eldercarecomm.com/pages/products/rr4v.html>

**Check out the following websites for more video ideas:**

**Eldercare Communications**

<http://www.eldercarecomm.com/>

**Terra Nova Films**

<http://www.terranova.org/>

**Fanlight Productions**

<http://www.fanlight.com/>

**Health Professions Press**

<http://www.healthpropress.com/>

**In-Sight Books, Inc.**

<http://www.insightbooks.com/>

**University of Maryland School of Medicine Video Press**

<http://www.videopress.org>