



The National Long-Term Care Ombudsman Resource Center

NORS TRAINING PART IV:

Ombudsman Activities

NORC WINC WEBINAR

March 7, 2012

Agenda

- 3:00 – 3:05 Welcome , Instructions, Overview of the Session, and Introductions of Speakers, *Sara Hunt, NORC Consultant and Lori Smetanka, Director, National Long-Term Care Ombudsman Resource Center*
- 3:05 – 3:10 WINC, Process of Updating NORS training and Responding to Questions, *Shelley Hitt, Colorado State Long-Term Care Ombudsman and Chair of the NASOP Working to Improve NORS Consistency (WINC) Workgroup*
- Importance of Conducting NORS training, AoA's Perspective on Ombudsman Activities, *Louise Ryan, Ombudsman Program Specialist, Administration on Aging*
- 3:10 – 3:20 Annotated Activity Chart: Activities and Measures, *Sara Hunt, Louise Ryan, and Patty Ducayet, Texas State LTC Ombudsman*
- 3:20 – 4:05 Quiz Answers and Comments, *Presenters*
- 4:05 – 4:25 Questions and Dialogue, *Participants and Presenters*
- 4:25 – 4:30 Summary and Closing