

Have you heard about the

## Ombudsman Resource Center's Trainers Bureau?

Do you need a presenter for your state conference or training via webinar for your Ombudsman program representatives? Contact NORC! The National Ombudsman Resource Center has a Trainers Bureau to help provide training on select topics to Ombudsman programs.



### 2017– 2018 TRAINING TOPICS:

- Before, During, and After the **Emergency**: The LTCOP Role and Resident's Perspective
- **Ethics** and the LTCOP
- Resident Empowerment: Advocating for **Residents' Rights** and Supporting Individuals and **Resident Councils**
- LTCOP Advocacy: **Resident-to-Resident Mistreatment**
- Revised **NH Regulations** and LTCOP Advocacy
- **Volunteer Management**: Recruitment, Screening, and Risk Management

### NORC STAFF CAN PRESENT IN PERSON OR VIA WEBINAR

You choose from a list of training topics and the Center will cover the cost of the trainer's time (programs would be asked to help with travel expenses). Please submit training requests at least eight weeks prior to the proposed event, especially if it is an in-person training opportunity.



Please send your training requests to [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org)