



The National **Long-Term Care**
Ombudsman Resource Center

NAVIGATING THE NORC WEBSITE AND TRAINING CENTER

April 2019

Polls


- **How often do you visit the NORC website?**
(Daily, Weekly, Monthly, Annually, Never)
- **How comfortable are you with navigating the NORC website?**
(Very comfortable, Somewhat comfortable, Not comfortable at all)
- **How often do you refer to a NORC resource to assist your work (e.g., webinar, Ombudsman Outlook, LTCOP Reference Guides, NORC Ombudsman Training Curriculum, etc.)?**
(Daily, Weekly, Monthly, Annually, Never)

Consumer Voice Website vs. NORC website

Consumer Voice	NORC
Blue	Green
For family members, consumers, and advocates	Specifically for Ombudsman programs
Advocacy regarding long-term care issues and public policy	Provides information, resources, and technical assistance for Ombudsman programs

National Consumer Voice X

theconsumervoice.org/issues/policy-information

 **The National CONSUMER VOICE**
for Quality Long-Term Care
Formerly NCCMR

Specialized Information for:

[Long-Term Care Consumers](#) [Family Members](#) [Advocates](#)

Policy Issues

Better Staffing: The Key to Better Care

Long-Term Care Issues & Resources

Library


Policy Break


Advocacy Toolkit

Information For Advocates

Information For Consumers

Information For Family Members

 **Join Our Network**
Receive, via email, The Voice newsletter, Action Network alerts and more

 **Consumer Voice Clearinghouse**
The one-stop destination for long-term care

Policy Issues

Revised Federal Nursing Home Regulations

CMS has published its revised regulations for nursing homes participating in the Medicare and/or Medicaid programs.


[Learn More](#)

The Consumer Voice envisions a world in which all consumers of long-term care, services and supports are treated with respect and dignity and have a wide range of affordable, quality options across all settings. These options will make it possible for individuals to receive care and services in the location and manner of their choice and to attain a high quality of life.

Consumer Voice's public policy priorities stem directly from our mission. We take action on these issues through our advocacy activities, which include educating and influencing policy makers, educating and empowering consumers and their families to advocate for themselves, and supporting the work of long-term care ombudsmen, citizen advocacy groups and independent advocates.

Click the links below for information on some of our current policy priorities. For information on additional policy topics please visit: [Other Long-Term Care Issues and Resources](#).

Policy Issues

 **Protecting Medicaid, Americans' Only Long-Term Care Safety Net**

Consumer Voice Policy Issues: <https://theconsumervoice.org/issues/policy-information>

Improvements to the NORC Website

- Making it clear what resources are from NORC and what resources are from LTCOPs or others (support > training)
- Reduced the number of sub-pages (support > pm)
- Archived resources that are out of date (support > pm > p&p)
- Making sure that every page of the website is in the navigation (about > about NORC)
- Added information for consumers section (issues > abuse)
- When in doubt, if you can't find something visit the site map <http://ltcombudsman.org/about/site-map>



Homepage

News and Press

- Articles that quote or feature Ombudsman programs.

Resource Center Updates

- Best place to look for new or updated resources.

News and Press

- ▶ **Connecticut State Ombudsman Quoted in Article on Elder Abuse**

Posted: April 4th, 2019

- ▶ **Maryland Volunteer Ombudsman Recruitment Video**

Posted: April 3rd, 2019

- ▶ **Rhode Island State Ombudsman Serves on Senate Task Force**

Posted: April 1st, 2019

- ▶ **Texas Ombudsmen Testify in a Hearing on Improper Nursing Facility Discharges**

Posted: March 28th, 2019

- ▶ **All News and Press**

Resource Center Updates

- ▶ **State LTC Ombudsman Program: 2019 Revised Primer for State Agencies**

Posted: April 8th, 2019

- ▶ **April NORC Notes: Volunteer Management**

Posted: April 1st, 2019

- ▶ **Ombudsman Outlook March 2019**

Posted: March 29th, 2019

- ▶ **New Individual Conflict of Interest Screening Template**

Posted: March 19th, 2019

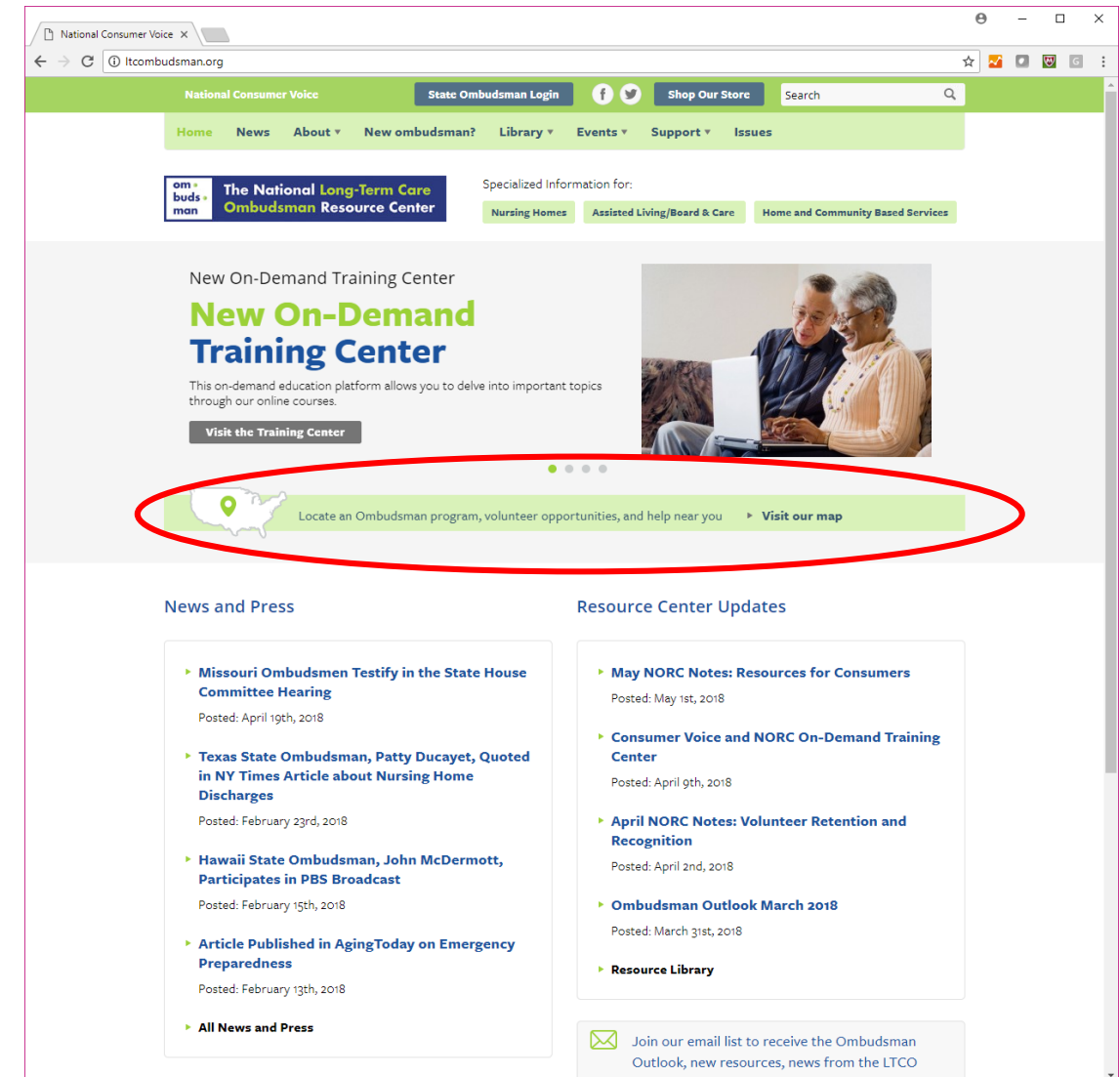
- ▶ **Resource Library**

NORC Homepage: <https://ltcombudsman.org/>

Homepage

Get Help

- Toward the middle of the page if you click *“Visit our map”* we have a map of the country that links to a page for each states LTCOP contact information.
- If you notice an error or if your information needs to be updated, please email me at ckohler@theconsumervoice.org.



National Long-Term Care Ombudsman Resource Center

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Specialized Information for:

Long-Term Care Consumers

Family Members

Advocates

How to Find a Long-Term Care Ombudsman Program

Use this map to find a Long-Term Care Ombudsman Program (LTCOP), Citizen Advocacy Group (CAG), and other long-term care resources in your state or territory. The Long-Term Care Ombudsman program advocates for residents of nursing homes, assisted living facilities, board and care homes, and similar adult care homes. LTCOPs provide information about how to find a facility and what to do to get quality care and they are trained to resolve problems. If you are interested in volunteering for a LTCOP, click on your state for contact information and reach out to them to find out how you can volunteer in your community.

Citizen Advocacy Groups are concerned citizens who advocate for quality long-term care, services and supports and quality of life for residents and consumers in their locality, state or region.

Learn more about ombudsmen →



Map page: https://theconsumervoice.org/get_help

National Consumer Voice X

theconsumervoice.org/get_help/state_resources/al

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National Long-Term Care Ombudsman Resource Center

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The National

CONSUMER VOICE

for Quality Long-Term Care

Formerly NCONHR

Specialized Information for:

Long-Term Care Consumers

Family Members

Advocates

Join Our Network

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Consumer Voice Clearinghouse

The one-stop destination for long-term care information.

Resources in AL

← Choose another state

Suggest information update →

State Ombudsman Program

Virginia Moore-Bell , State LTC Ombudsman

State Ombudsman Program
AL Dept. of Senior Services

201 Monroe Street, RSA Tower, Suite 350
Montgomery, al 36104
Work: (334) 242-5753
Fax: (334) 353-1596
Website:
<http://www.alabamaageline.gov/>

Local Ombudsman Programs

Karla Williams , Regional Ombudsman

South Alabama Regional Planning Commission

110 Beauregard Street
Mobile, al 36633
Work: 251-433-6541
Fax: 251-706-0896
Area Served: Mobile, Baldwin, and Escambia counties

Alicia Howard , Ombudsman

Top of Alabama Reg Council of Government
LTC Ombudsman Program

5075 Research Drive NW
Huntsville, al 35805
Work: (256) 830-0818
Fax: (256) 830-0843
Area Served: Dekalb, Jackson, Limestone, Madison, Marshall counties

Key NORC Resources

- Access this page by clicking the button at the bottom of the homepage.
- This page serves as a shortcut to access key NORC resources quickly.
- To access additional resources and information about the topic areas below visit the individual issue pages or specific program management main pages.



Key NORC Resources

**The National Long-Term Care Ombudsman Resource Center**

Specialized Information for:

[Nursing Homes](#) [Assisted Living/Board & Care](#) [Home and Community Based Services](#)



Are You A New Ombudsman?

Access resources to get you started!



Locate an Ombudsman

Locate an Ombudsman, Citizen Advocacy Group and other resources near you



Consumer Voice Clearinghouse

The one stop shop for long-term care information. [Sign up](#) for free access.

Key NORC Resources

This page serves as a shortcut to access key NORC resources quickly. To access additional resources and information about the topic areas below visit the individual issue pages or specific program management main pages. If you have trouble finding a resource visit the [site map](#) to view all web pages or email ombudcenter@theconsumervoice.org.

Abuse (abuse [issue page](#))

- [Responding to Allegations of Abuse: Role and Responsibilities of the Long-Term Care Ombudsman Program](#)
- [Resident-to-Resident Mistreatment and Long-Term Care Ombudsman Program Advocacy](#)
- [Abuse, Neglect, Exploitation and Misappropriation of Property Training](#)

Federal Nursing Home Regulations (main page)

- [Ombudsman References in Federal Nursing Home Requirements](#)

Long-Term Care Ombudsman Program

- [State LTC Ombudsman Program: Revised Primer for State Agencies](#)

Long-Term Care Ombudsman Program Final Rule (main page)

- [Overview of the Long-Term Care Ombudsman Program Final Regulations](#)
- [Side-by-side of the Long-Term Care Ombudsman Program Final and Proposed Regulations](#)

Mental Health/Mental Illness (mental health [issue page](#))

Key NORC Resources: <https://ltcombudsman.org/key-norc-resources>

Join Our Email List

- Fill out the form on the website by clicking this button on the homepage to receive the quarterly ***Ombudsman Outlook***, monthly ***NORC Notes***, training opportunities, and information from NORC!



Join our email list!

Email List: http://wfc2.wiredforchange.com/o/8641/p/salsa/web/common/public/signup?signup_page_KEY=7278

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The National Long-Term Care Ombudsman Resource Center

Specialized Information for:

Nursing Homes

Assisted Living/Board & Care

Home and Community Based Services

Locate an Ombudsman

Locate an Ombudsman, Citizen Advocacy Group and other resources near you

Consumer Voice Clearinghouse

The one stop shop for long-term care information. **Sign up** for free access.

Are you new to the Ombudsman program?

Welcome to the Long-Term Care Ombudsman Network! You join a network of more than 7,331 volunteers and 1,320 paid staff charged with advocating for residents of nursing homes, board and care homes, and assisted living facilities. This page includes information on the history of the long-term care ombudsman program, applicable federal law and regulations, key stakeholders in the long-term care ombudsman network, and an overview of available NORC resources.



Get to know the Long-term Care Ombudsman Program - History


First and foremost, Long-Term Care Ombudsman Program (LTCOP) representatives are resident advocates. Residents guide all LTCOP advocacy and work. This video provides a detailed discussion on the history of the Long-Term Care Ombudsman Program and the advocacy


Are you new to the Ombudsman Program? <https://ltcombudsman.org/new-ombudsman>

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Assisted Living/Board & Care
Home and Community Based Services


Locate an Ombudsman
Locate an Ombudsman, Citizen Advocacy Group and other resources near you


Are You A New Ombudsman?
Access resources to get you started!

Learn About the Issues

Search issues alphabetically by topic:

A B C D E F G H I L M N O Q R S T V Y

► **Abuse, Neglect, and Exploitation in Long-Term Care Facilities**

Sadly, older persons are not always treated with respect nor do they always get the care they need.

► **Advance Care Planning and End of Life Care**

Find resources and information related to advance care planning and end of life care.

► **Antipsychotic Drugs**

Ending overmedication of nursing home residents and halting the misuse of antipsychotic drugs as chemical restraints is critical. Antipsychotic drugs, when prescribed for elderly persons with dementia, can have serious medical complications, including: death, loss of independence, over-sedation, confusion and falls.

► **Bankruptcy Law and the LTCOP**

The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 allows the appointment of a "Patient Care Ombudsman," which may be the State Ombudsman.

► **Culture Change**

This movement promotes a person-centered model of care.

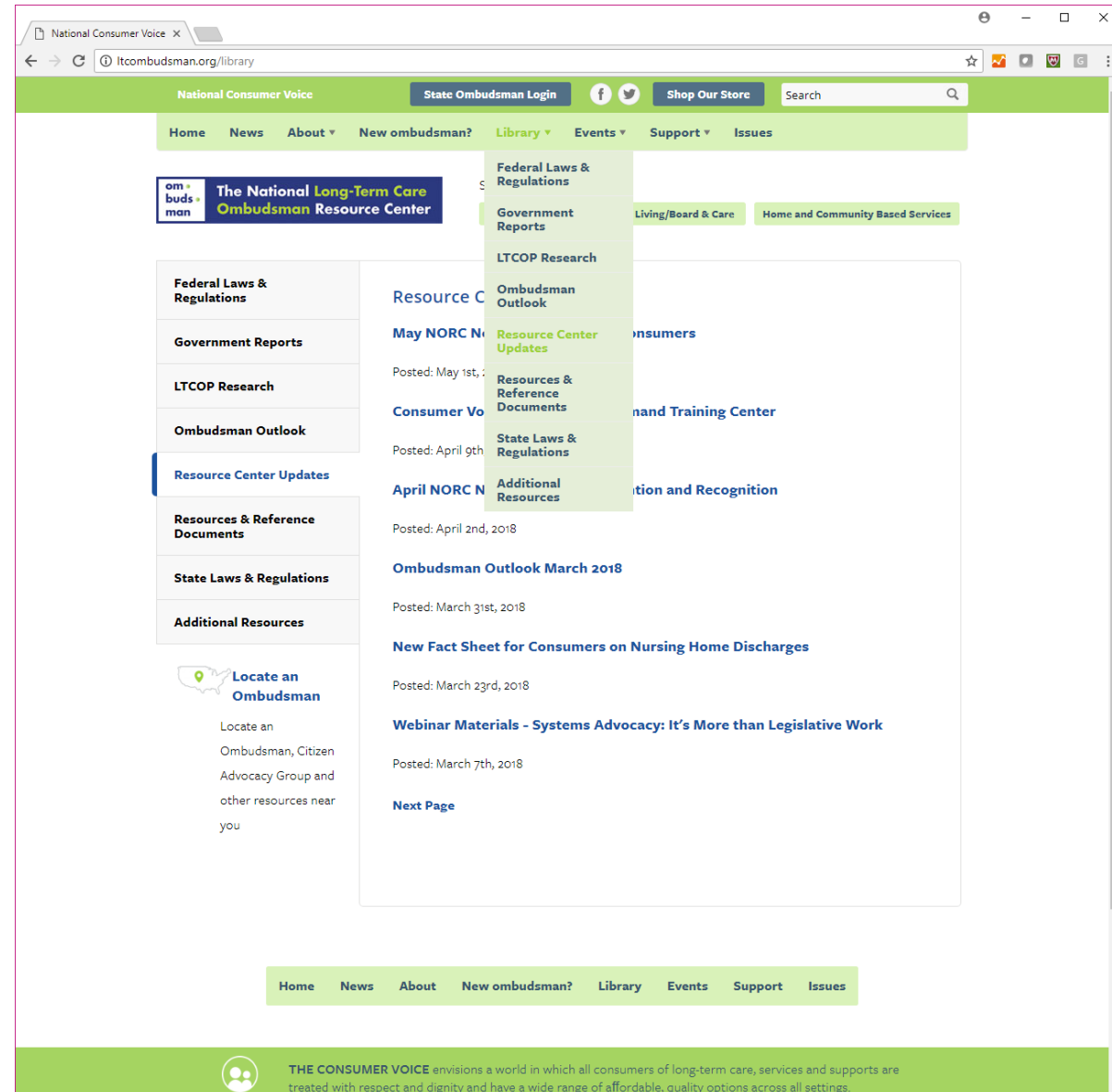
► **Dementia Care**

Find resources and information achieving quality care for people living with dementia care.

NORC Issue Pages <https://ltcombudsman.org/issues>

Library

- **Federal Laws and Regulations**
 - Older Americans Act
 - Nursing Home Regulations
 - HCBS Final Regulations
 - LTCOP Final Rule
- **Government Reports**
- **LTCOP Research**
- **Ombudsman Outlook**
 - Archived issues
- **Resource Center Updates**
 - Same updates as the homepage
- **Resources and Reference Documents**



National Consumer Voice

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The National Long-Term Care
Ombudsman Resource Center

Specialized Information for:

Nursing Homes

Assisted Living/Board & Care

Home and Community Based Services

NORC Conference Calls/Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

Program Management

Program Promotion

Ombudsman Program Examples

Systems Advocacy

Technical Assistance FAQs

Training

Volunteer Management

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Are You A New Ombudsman?

Ombudsman Support

NORC applauds the daily efforts of all long-term care ombudsmen to promote residents' rights and quality of care. It is our hope that these documents and best practices will challenge ombudsmen to try new strategies in addressing on-going issues. In each category you will find center documents related to key ombudsmen topics, best practices used by ombudsmen around the country and additional relevant resources.

- NORC Conference Calls/Webinars
- NORC Notes
- National Ombudsman Reporting System (NORS)
- Program Management
- Program Promotion
- Ombudsman Program Examples
- Systems Advocacy
- Technical Assistance FAQs
- Training
- Volunteer Management

Support: http://ltcombudsman.org/omb_support

NORC Conference Calls and Webinars

- All webinars are archived.
- Organized by year.
- Search the landing page for the webinar you are looking for then click on the year.

http://ltcombudsman.org/omb_support/training/trainings-and-conference-calls



Specialized Information for:

Nursing Homes

Assisted Living/Board & Care

Home and Community Based Services

NORC Conference Calls/Webinars

► 2019

► 2018

► 2017

► 2016

► 2015

► 2014

► 2013

► 2012

► 2011

► 2010

► 2009

► Other Conference Calls

NORC Notes

National Ombudsman Reporting System - (NORS)

Program Management

NORC Trainings & Conference Calls/Webinars (Materials and Recordings)

Trainings & Conference Calls/Webinars by Date

Click on the links below to access each conference call and/or webinar held in each year.

• 2019

- Revised NORS Five-Part Webinar Series

• 2018

- Advocating for Residents with Mental Health Needs: What to do When a Resident Threatens to Harm Themselves
- Emergency Preparedness: Ombudsman Program Advocacy and Facility Responsibilities
- Ending Nursing Home Violence Between Residents: Prevention, Intervention, and Advocacy
- Systems Advocacy: It's More than Legislative Work

• 2017

- Volunteer Management: Using a Logic Model
- Exploring the Resources and Supports of the Christopher & Dana Reeve Foundation's Paralysis Resource Center
- The Who, What, Where, Why, and How of the Long-Term Care Ombudsman Program
- LTCOP Volunteer Management: Model Materials and Sharing Best Practices
- LTCOP Rule: Identifying and Addressing Individual Conflicts of Interest
- LTCOP Rule: Supporting Person-Centered Advocacy - Complaint Investigations and Abuse Reporting
- Medicaid Managed Care 101 for Ombudsman Programs
- Medicaid 201: Managed long-term services and supports (MLTSS) for State and Local Ombudsman

NORC Notes

- Monthly email reminder of resources on the NORC website and tips for how your program can use them.
- All *NORC Notes* are archived here and are organized by year.

http://ltcombudsman.org/omb_support/norc-notes

NORC Conference Calls/Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

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 **Are You A New Ombudsman?**

Access resources to get you started!

NORC Notes

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The National Long-Term Care Ombudsman Resource Center



NORC Notes

A monthly reminder of available resources and tips for using them.

NORC Notes is a monthly email reminder of available resources on the NORC website and tips for how your program can use them. If you would like to sign-up to receive the *NORC Notes*, email ombudcenter@theconsumervoice.org.

Archived Notes

2019

April 1, 2019 - Volunteer Management

March 1, 2019 - Navigating the National Ombudsman Resource Center (NORC) Website

February 1, 2019 - Advocating for Residents with Mental Health Needs

January 2, 2019 - Training Tips for the Ombudsman Program: Getting Back to the Basics

2018

December 1, 2018 - 40th Anniversary of the LTCOP

NORS

- Sub-pages
 - Instructions for completing the NORS form
 - Complaint Codes
 - NORS Data
 - NORS FAQs
 - NORS Training

http://ltcombudsman.org/omb_support/nors



The National Long-Term Care
Ombudsman Resource Center

Specialized Information for:

Nursing Homes

Assisted Living/Board & Care

Home and Community Based Services

NORC Conference
Calls/Webinars

NORC Notes

**National Ombudsman
Reporting System - (NORS)**

► NORS Data

► NORS FAQs

► NORS Training

► Revised NORS Data
Collection

Program Management

Program Promotion

Ombudsman Program
Examples

Systems Advocacy

Technical Assistance FAQs

National Ombudsman Reporting System (NORS)

Each State Long-Term Care Ombudsman Program (SLTCOP) is required by the Older Americans Act to advocate for residents of nursing homes, board and care homes, assisted living facilities and similar adult care facilities. The SLTCOPs use information systems to record the facilities they visit, log complaints they receive and investigate, and track other program activities. Each state reports this data to the United States Administration for Community Living (ACL)/Administration on Aging (AoA), to be summarized in the National Ombudsman Reporting Systems (NORS) and is available on the ACL [website](#). The data has been collected since 1996.

- **Instructions for Completing the NORS Form**
- **Complaint Codes**
- **NORS Data**
- **NORS FAQs**
- **NORS Training**
- **Revised NORS Data Collection – effective October 1, 2019**

Program Management

- **Collaborating/Working with Other Agencies**
 - *Two Toolkits:*
 - Legal Assistance Developers
 - Protection and Advocacy Agencies
- **Ethics**
- **Ombudsman Program Funding**
- **Ombudsman Program Structure and Management**
- **Policies and Procedures**
- **Program Effectiveness and Quality Assurance**
- **Program Management NORC Resources**

NORC Conference Calls/Webinars	<h2>Program Management</h2> <p>Good program management frees long-term care ombudsmen to serve residents. Whether local or state, ombudsmen are challenged to effectively manage their programs. NORC presents information on a wide variety of issues ombudsmen must address to run their programs efficiently. The resource documents contained here are organized by topic.</p> <ul style="list-style-type: none">• Collaboration/Working With Other Agencies• Ethics• Ombudsman Program Funding• Ombudsman Program Structure & Management• Policies & Procedures• Program Effectiveness and Quality Assurance• Program Management NORC Resources
NORC Notes	
National Ombudsman Reporting System - (NORS)	
Program Management	
<ul style="list-style-type: none">» Collaboration/Working With Other Agencies» Ethics» Ombudsman Program Funding» Ombudsman Program Structure & Management» Policies & Procedures» Program Effectiveness and Quality Assurance» Program Management NORC Resources	
Program Promotion	
Ombudsman Program Examples	
Systems Advocacy	

http://ltcombudsman.org/omb_support/pm

Program Promotion

- **Examples from other states:**

- Social Media
- Videos
- Annual Reports
- Brochures, Posters, and Newsletters
- Media Outreach

http://ltcombudsman.org/omb_support/promo

NORC Conference Calls/Webinars	<h2>The Importance of Marketing, Communications, and Program Promotion</h2> <p>Marketing can mean a variety of things, but in general, it encompasses advertising, promotions, and public relations. According to the American Marketing Association, marketing is “the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.”</p> <p>For long-term care Ombudsman programs, marketing can be a way to communicate with long-term care residents and their families about the program and its services. Ombudsman programs can also use marketing to raise awareness around certain issues like residents’ rights, elder abuse and more.</p> <ul style="list-style-type: none">• Social Media• Videos• Annual Reports• Brochures, Posters & Newsletters• Media Outreach <p>Return to top</p> <h3>Marketing Opportunities</h3> <hr/> <p>This page provides Ombudsman programs with examples of how ombudsman programs across the country are using innovative ways to share messages and show support for long-term care issues.</p> <p>Additionally, today’s technology can be inexpensive, and there are many outlets for communications, allowing your message to reach a broader audience. With an aging population,</p>
NORC Notes	
National Ombudsman Reporting System - (NORS)	
Program Management	
Program Promotion	
▶ Social Media	
▶ Videos	
▶ Annual Reports	
▶ Brochures, Posters & Newsletters	
▶ Media Outreach	
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Program Promotion Infographic



The Long-Term Care Ombudsman Program

Ombudsman programs are resident advocates!

What does the long-term care Ombudsman Program do?

The Ombudsman program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of life and care.



For more information, visit ltcombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.

There are 53 State Ombudsmen;
1,320 full-time-equivalent staff; and
7,331 volunteers trained to investigate and resolve complaints.



In 2016 the Program:

provided information
regarding long-term care to

378,526

individuals.



attended
1,974
family council
meetings.



visited
28,473
long-term care facilities at
least quarterly.



attended
22,205
resident council
meetings.



provided information
and assistance to
115,708
LTC facility managers
and staff.



provided
4,702
training sessions
for long-term care
facility staff.



Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The
program resolved
or partially resolved

73%

of all complaints to
the satisfaction of
the resident or
complainant.

The three most frequent nursing facility
complaints handled by ombudsmen were:

- 1 Improper eviction or inadequate discharge/planning;
- 2 Unanswered requests for assistance; and
- 3 Lack of respect for residents, poor staff attitudes.



The three most frequent complaints in
board and care, assisted living, and other
residential care communities handled by
ombudsmen were:

- 1 Improper eviction or inadequate discharge/planning;
- 2 Administration and organization of medications; and
- 3 Quality, quantity, variation, and choice of food.

The program worked
to resolve

199,493

complaints initiated by
residents, their families,
and other concerned
individuals.

The statistics in this graphic are based on FY 2016 [NORS Data](https://www.ltcombudsman.org/nors). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.




The National Long-Term Care
Ombudsman Resource Center


Ombudsman Program Examples

- This page provides an index of long-term care Ombudsman program materials and is organized by category.

https://ltcombudsman.org/omb_support/program-examples

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 **Are You A New Ombudsman?**
Access resources to get you started!

 **Location**

State and Local Ombudsman Program Examples

This page provides an index of long-term care Ombudsman program materials and is organized by category. If you have a resource from your program that you would like to share, please email ombudcenter@theconsumervoice.org.

Abuse, Neglect, and Exploitation in Long-Term Care Facilities

Connecticut

Voices Speak Out Against Retaliation

Michigan

Michigan Elder Justice Initiative Newsletters

- [Social Media Abuse and Misuse](#)
- [Fighting Financial Abuse During the Holidays](#)
- [Following up on Physical Abuse](#)
- [A Caregiver's Guide to Ending Emotional Abuse in Facilities](#)
- [Elder Justice Act](#)

Oklahoma

Combating Financial Exploitation (October 2013)

- Esther Houser, Oklahoma State Long-Term Care Ombudsman Program, [PowerPoint Presentation](#)
- Lisa Schifferle, Federal Trade Commission's Division of Privacy and Identity Protection, [PowerPoint Presentation](#)

Technical Assistance FAQs

- Questions we receive often.
- Answer expands when you click on the question.
- Organized by topic:
 - Abuse, Neglect, and Exploitation
 - Conflict of Interest
 - Consent
 - Guardianship
 - Transfer/Discharge
 - Transfer/Discharge Notices

http://ltcombudsman.org/omb_support/ta

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Are You A New Ombudsman?

Access resources to get you started!

Locate an Ombudsman

Locate an Ombudsman, Citizen

Technical Assistance FAQs

In addition to providing training, resources, and support to State Ombudsmen and program representatives, NORC is responsible for responding to technical assistance requests. NORC staff respond to a variety of requests across the country. Technical assistance requests often involve questions regarding program management, issue advocacy, systems advocacy, and ombudsman skills training. In order to share our technical responses more broadly, this page archives frequently asked TA requests in a concise format. If you have a question or need assistance, please email ombudcenter@theconsumervoice.org.

NOTE: Click on the questions to reveal the response.

Abuse, Neglect, and Exploitation

(1) Based on the duties and requirements for the LTCOP outlined in the Older Americans Act and final LTCOP rule, how should a LTCO proceed if she personally witnesses abuse, gross neglect, or exploitation of a resident?

(2) What advocacy strategies can Ombudsman programs use when investigating complaints regarding abuse in assisted living?

Conflict of Interest


(1) What does the LTCOP Rule say about individual conflict of interest for a State Ombudsman, representatives of the Office, and members of their immediate family?

(2) What does the LTCOP Final Rule say about organizational conflict of interest?

Training

- Training Materials Created by NORC
 - Webinars, Prezis, and handouts that can be used in trainings.
 - Organized by Topic
 - Abuse, Neglect, and Exploitation
 - Advocacy
 - Assisted Living/Board and Care Homes
 - Communication
 - Culture Change
 - Long-Term Care Ombudsman Program

http://ltcombudsman.org/omb_support/training

NORC Conference Calls/Webinars	<h2>Training Materials Created by NORC</h2> <p>For additional trainings provided by NORC via conference calls or webinars, visit here.</p> <ul style="list-style-type: none">• Abuse, Neglect, and Exploitation• Advocacy• Assisted Living/Board and Care Homes• Communication• Culture Change• Long-Term Care Ombudsman Program <hr/> <h3>Abuse, Neglect, and Exploitation</h3> <p>Abuse, Neglect, Exploitation and Misappropriation of Property</p> <p>These materials can be used in training by and for Ombudsman program representatives, for members of resident and family councils, facility in-service training, and community education.</p> <ul style="list-style-type: none">• Prezi - video, with voiceover• Prezi - clickable, without voiceover• Prezi script• PowerPoint (includes presenter notes)• Fact Sheet 
NORC Notes	
National Ombudsman Reporting System - (NORS)	
Program Management	
Program Promotion	
Systems Advocacy	
Technical Assistance FAQs	
Training <ul style="list-style-type: none">▶ Adult Learning Techniques and Documents Related to Training▶ Materials Created by NORC▶ Materials Created by Ombudsman Programs▶ NORC Curriculum (Online Training)▶ Training Provided by NORC▶ NORC Conference Calls/Webinars	
Volunteer Management	

Training

- Training Materials Created by Ombudsman Programs
 - Programs sent these materials to us.
 - Organized by topic:
 - Abuse and Neglect
 - Advocacy
 - Assisted Living/Board and Care/Personal Care Homes
 - Care Issues
 - Communication
 - Conflict
 - Diversity Awareness
 - Long-Term Care Ombudsman Program
 - Mental Health
 - Ombudsmen in Home Care
 - Residents' Rights

NORC Conference Calls/Webinars
NORC Notes
National Ombudsman Reporting System - (NORS)
Program Management
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Technical Assistance FAQs
Training
▶ Adult Learning Techniques and Documents Related to Training
▶ Materials Created by NORC
▶ Materials Created by Ombudsman Programs
▶ NORC Curriculum (Online Training)
▶ Training Provided by NORC
▶ NORC Conference Calls/Webinars
Volunteer Management

Training Materials Created by Ombudsman Programs

Training for program representatives is critical for maintaining an effective long-term care ombudsman program. The materials on this page are organized by topic and were produced by Ombudsman programs from around the nation. If your program has training materials they would like to share, please email ombudcenter@theconsumervoice.org. To view training materials created by NORC, click [here](#).

- Abuse and Neglect
- Advocacy
- Assisted Living/Board and Care/Personal Care Homes
- Care Issues
- Communication
- Conflict
- Diversity Awareness
- Long-Term Care Ombudsman Program
- Mental Health
- Ombudsmen in Home Care
- Residents' Rights

Abuse and Neglect

Voices Speak Out Against Retaliation

Prompted by a resident question at the VOICES Forum in 2005, Connecticut's Long Term Care Ombudsman Program (LTCOP) initiated a statewide work group and also commissioned the University of Connecticut Health Center to study fear of retaliation in skilled nursing facilities. The LTCOP designed the Voices Speak Out Against Retaliation training video to acknowledge that Fear of Retaliation is a reality for individuals living in skill nursing facilities.

http://ltcombudsman.org/omb_support/training/materials-created-by-ombudsman-programs

Training

- We also have documents related to Ombudsman Program training.

http://ltcombudsman.org/omb_support/training/documents

NORC Conference
Calls/Webinars

NORC Notes

National Ombudsman
Reporting System -
(NORS)

Program Management

Program Promotion

Ombudsman Program
Examples

Systems Advocacy

Technical Assistance FAQs

Training

► Documents Related to
Ombudsman Program
Training

► Materials Created by NORC

► Materials Created by
Ombudsman Programs

► NORC Curriculum (Online
Training)

Documents Related to Ombudsman Program Training

Long-Term Care Ombudsman Program Training Standards Report of Workgroup Meetings and Proposals for Standards (March 2017)

This document is a summary of feedback provided in a workgroup for determining federal training requirements. Based on the language in the Older American Act regarding “model standards established by the Director of the Office of Long-Term Care Ombudsman Programs” the primary focus for the workgroup discussions was to develop proposals for a minimum number of initial training hours, content of the training, and a minimum number of hours for annual in-service training for all representatives of the Office [OAA 712 (h)(5)].

Best Practices: Training Programs for Ombudsmen (October 2000)

A resource for states in reassessing or revising their training programs for new ombudsmen.

Training Videos Used by Ombudsmen (Updated August 2018)

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 ombudcenter@theconsumervoice.org if your favorite videos are not on this list.

Archive

[View Archive here](#)

[Return to Top](#)

Training: NORC Curriculum

- 5 Online Modules about the Ombudsman Program
 - History and Role of the Long-Term Care Ombudsman Program
 - The Aging Process
 - Residents' Rights
 - The Problem Solving Process – Investigation
 - The Problem Solving Process – Resolution

Every State Ombudsman has links to each module to view who has taken the quiz and their answers.

http://ltcombudsman.org/omb_support/training/norc-curriculum

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The National Long-Term Care
Ombudsman Resource Center

Specialized Information for:

Nursing Homes

Assisted Living/Board & Care

Home and Community Based Services

NORC Conference Calls/Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

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Program Promotion

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Technical Assistance FAQs

Training

- Adult Learning Techniques and Documents Related to Training
- Materials Created by NORC
- Materials Created by Ombudsman Programs
- NORC Curriculum (Online Training)
- Training Provided by NORC
- NORC Conference Calls/Webinars

Volunteer Management

NORC Curriculum

Online Training Curriculum

This training translates the NORC curriculum, *Equipping Long-Term Care Ombudsmen for Effective Advocacy: A Basic Curriculum* (see below) into an online form. The teaching methods found in this training are based on principles of adult learning and grounded in LTCO values such as being resident directed.

Please Note! This online version of the NORC curriculum is meant to supplement your state training, and its completion does not automatically certify you as a long-term care ombudsman (LTCO). For more information, [contact](#) your State LTC Ombudsman Office.

Review these [Technical Tips](#) before accessing the Online Curriculum.

If you would like to work through each module individually, click on the links below.

- [Module 1: History and Role of the Long-Term Care Ombudsman Program](#)
- [Module 2: The Aging Process](#)
- [Module 3: Residents' Rights](#)
- [Module 4: The Problem Solving Process - Investigation](#)
- [Module 5: The Problem Solving Process - Resolution](#)

Online training ends here!

Equipping Long-Term Care Ombudsmen for Effective Advocacy: A Basic Curriculum - PDF version of the online training

This curriculum is designed to help states improve their basic training for local long-term care ombudsmen (LTCO). The teaching methods are based on principles of adult learning and grounded in LTCO values such as being resident directed. States should add specific state content where appropriate.

- [Curriculum Overview](#)
- [Guidelines to Adult Learning](#)
- [Train the Trainer](#)

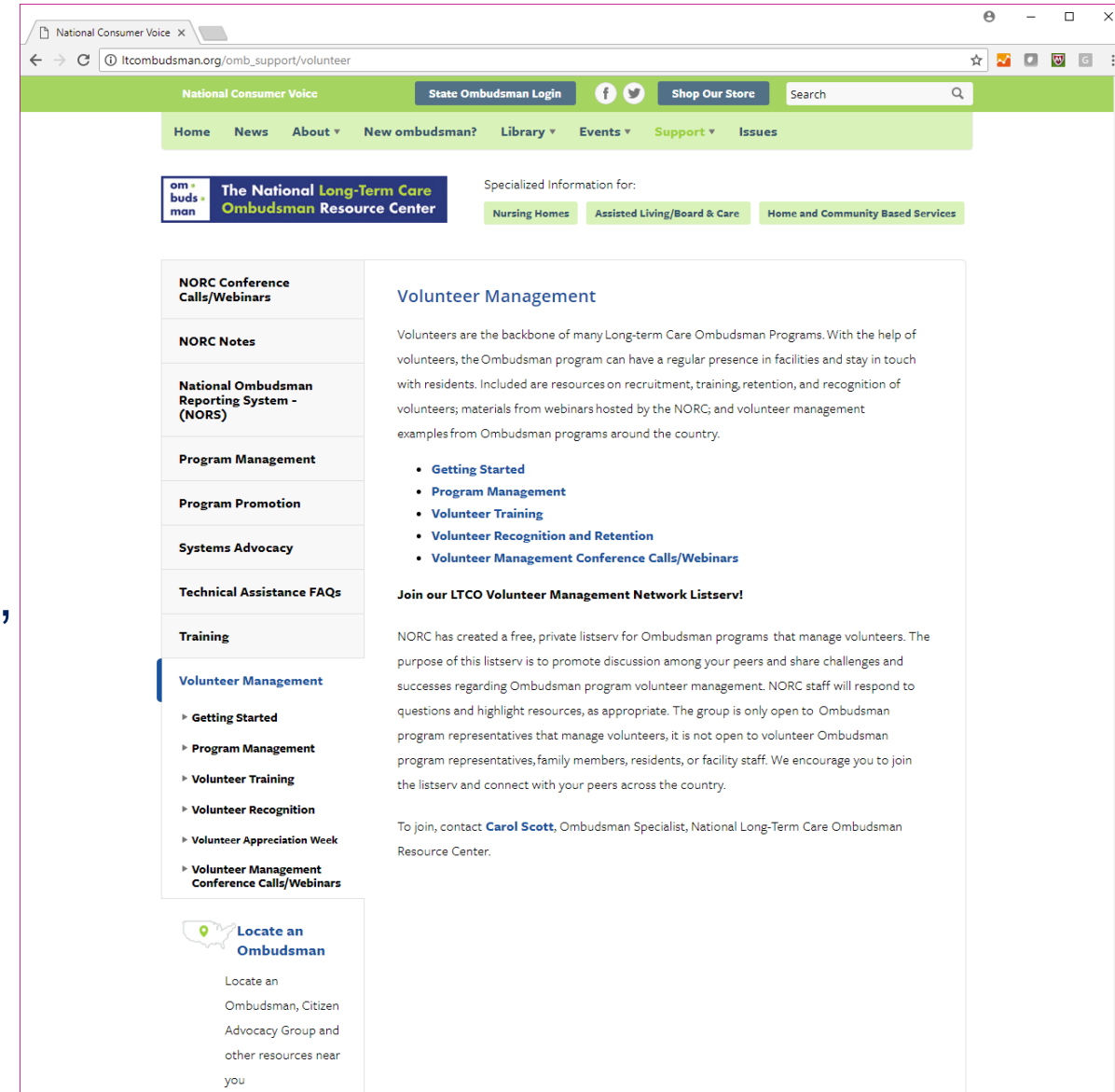
I. The History and Role of the Long-Term Care Ombudsman Program

This module provides the history, development and unique aspects of the LTCOP. It may be

Volunteer Management

- Volunteers are the backbone of many Long-term Care Ombudsman Programs. With the help of volunteers, the Ombudsman program can have a regular presence in facilities and stay in touch with residents.
- These pages include resources on recruitment, training, retention, and recognition of volunteers; materials from webinars hosted by the NORC; and volunteer management examples from Ombudsman programs around the country.

http://ltcombudsman.org/omb_support/volunteer



The screenshot displays the website for the National Consumer Voice, specifically the 'Volunteer Management' page under the 'Support' section. The page features a green header with navigation links: Home, News, About, New ombudsman?, Library, Events, Support, and Issues. A search bar and social media icons are also present. Below the header, there's a section for 'The National Long-Term Care Ombudsman Resource Center' with links to 'Specialized Information for:' Nursing Homes, Assisted Living/Board & Care, and Home and Community Based Services. The main content area is titled 'Volunteer Management' and includes a paragraph explaining the role of volunteers. A bulleted list of resources is provided: Getting Started, Program Management, Volunteer Training, Volunteer Recognition and Retention, and Volunteer Management Conference Calls/Webinars. Below this, there's a section for 'Join our LTCO Volunteer Management Network Listserv!' with a paragraph about the listserv's purpose and a contact person, Carol Scott. At the bottom, there's a 'Locate an Ombudsman' section with a map icon and text indicating the location of Ombudsmen, Citizen Advocacy Groups, and other resources.

National Consumer Voice

State Ombudsman Login

Shop Our Store

Home News About New ombudsman? Library Events Support Issues

om • buds • man

The National Long-Term Care Ombudsman Resource Center

Specialized Information for:

Nursing Homes Assisted Living/Board & Care Home and Community Based Services

NORC Conference Calls/Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

Program Management

Program Promotion

Systems Advocacy

Technical Assistance FAQs

Training

Volunteer Management

- ▶ Getting Started
- ▶ Program Management
- ▶ Volunteer Training
- ▶ Volunteer Recognition
- ▶ Volunteer Appreciation Week
- ▶ Volunteer Management Conference Calls/Webinars

Locate an Ombudsman

Locate an Ombudsman, Citizen Advocacy Group and other resources near you

Volunteer Management

Volunteers are the backbone of many Long-term Care Ombudsman Programs. With the help of volunteers, the Ombudsman program can have a regular presence in facilities and stay in touch with residents. Included are resources on recruitment, training, retention, and recognition of volunteers; materials from webinars hosted by the NORC; and volunteer management examples from Ombudsman programs around the country.

- [Getting Started](#)
- [Program Management](#)
- [Volunteer Training](#)
- [Volunteer Recognition and Retention](#)
- [Volunteer Management Conference Calls/Webinars](#)

Join our LTCO Volunteer Management Network Listserv!

NORC has created a free, private listserv for Ombudsman programs that manage volunteers. The purpose of this listserv is to promote discussion among your peers and share challenges and successes regarding Ombudsman program volunteer management. NORC staff will respond to questions and highlight resources, as appropriate. The group is only open to Ombudsman program representatives that manage volunteers, it is not open to volunteer Ombudsman program representatives, family members, residents, or facility staff. We encourage you to join the listserv and connect with your peers across the country.

To join, contact **Carol Scott**, Ombudsman Specialist, National Long-Term Care Ombudsman Resource Center.

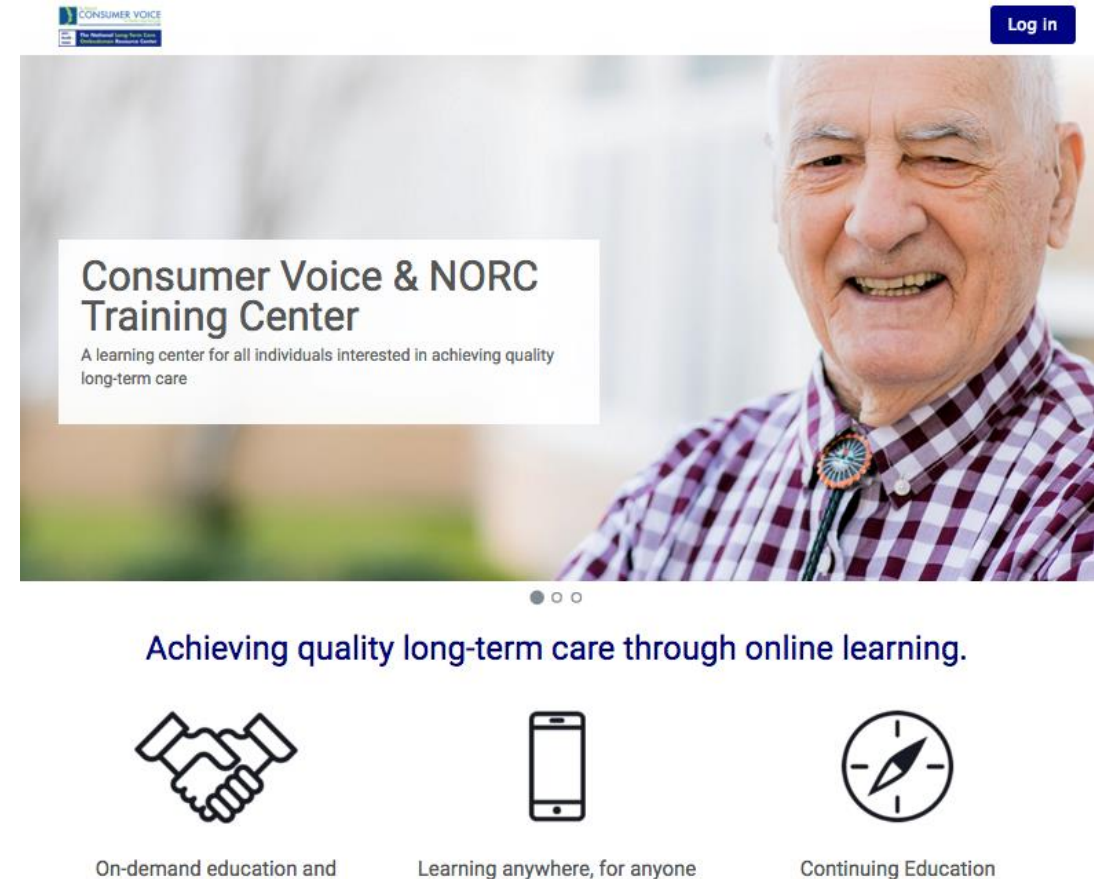
Poll

- **Considering what we just reviewed, how comfortable are you now with navigating the NORC website?**
(Very comfortable, Somewhat comfortable, Not comfortable at all)

QUESTIONS?

New Training Center!

- The site currently has courses Ombudsman programs can use for continuing education and consumer education.
- In the future this site will house a revised NORS training course and an updated NORC Curriculum course.
- New users need to create a new account and then “enroll” in a course.
- Go to www.consumervoice.mrooms.net
- Then click the login button and it will prompt you to create a new account.



Courses

- Courses are divided into Consumer Voice courses and NORC courses.
- Consumer Voice courses
 - Federal regulations, policies, and advocacy strategies
- NORC courses
 - Ombudsman program practices and advocacy
- Once you pick a course will “enroll” yourself and begin reading the material.
- After each course there is a quiz with short answer questions.
- There are currently six courses available but more courses will be added over time.

Courses

- **Consumer Voice Courses**

- There are currently four Consumer Voice Courses
 - Abuse, Neglect & Exploitation - for Consumers, Family and Advocates
 - Advocacy Toolkit: How to Create and Deliver Advocacy Messages
 - Nursing Home Transitions
 - Revised Federal Nursing Home Regulations

- **NORC Courses**

- If you are interested in continuing education click NORC Courses > Continuing Education.
- The two continuing education courses available now are
 - Abuse, Neglect, and Exploitation
 - Volunteer Management.

CVTraining: Consumer Vo

Secure | https://consumervoice.mrooms.net/course/index.php?categoryid=2

My Courses

Consumer Voice Courses

Edit category

Change cover image

Manage courses

Search courses

Go

Category: Consumer Voice Courses

Abuse, Neglect & Exploitation - for Consumers, Family and Advocates

The revised federal nursing home regulations state that "the resident has the right to be free from abuse." It is estimated that 1 in 10 elders experience some form of abuse or neglect.

This course will give you tools and resources which can be used to help detect, prevent, and create awareness for this important issue.

Advocacy Toolkit: How to Create and Deliver Advocacy Messages

The Advocacy Toolkit course demonstrates how to effectively advocate on long-term care issues. The course includes information on crafting and delivering an effective message; tips on in-district visits and visits on the Hill; how to get on the record at town halls and public hearings; and creating engaging media strategies. The course is appropriate for anyone interested in advocating for long-term care consumers at the state, local and federal levels.

Nursing Home Transitions

Transitioning from home to facility, facility to facility, or facility back home can be a difficult process both physically and emotionally. This course will provide resources to help aid in a person's transitional process.

Revised Federal Nursing Home Regulations

On October 4, 2016, the final regulations for nursing homes participating in the Medicare and/or Medicaid programs were published in the **Federal Register**. This course provides a deeper dive into the revised federal nursing regulations and looks in depth into topics like: assessments, care planning and discharge planning; unnecessary drugs and antipsychotic medications; involuntary transfer and discharge; nursing services; admission; visitation rights; rehabilitation services; return to facility after hospitalization; and quality of care.

Add a new course

National Consumer Voice for Quality Long-Term Care

www.theconsumervoice.org

National Ombudsman Resource Center

www.ltombudsman.org

Questions?

Email info@theconsumervoice.org or ombudcenter@theconsumervoice.org

CVTraining: Continuing E

Secure | https://consumervoice.mrooms.net/course/index.php?categoryid=4

My Courses

Continuing Education

Edit category

Change cover image

Manage courses

Search courses

Go

Category: NORC Courses / Continuing Educat

Abuse, Neglect, and Exploitation

Training for ombudsman staff and volunteers is critical for maintaining an effective long-term care ombudsman program. Training curricula and methods are constantly being revised and re-evaluated to better address a state's needs and provide current information. The National Long-Term Care Ombudsman Resource Center develops and collects materials and information that enhance and strengthen the training of paid and volunteer ombudsmen.

Provisions in the Older Americans Act (OAA)

Provisions in the Older Americans Act (OAA) state that Long-Term Care Ombudsmen (LTCO) shall "identify, investigate and resolve complaints" regarding "action, inaction, or decisions that may adversely affect the health, safety, welfare or rights of the residents" made by, or on behalf of, residents. Complaints may include, but are not limited to, allegations of abuse, gross neglect and exploitation. Long-Term Care Ombudsmen are resident-centered advocates, directed by resident goals for complaint resolution and federal disclosure requirements; therefore, the LTCO role in investigating allegations of abuse is unique and differs from other entities such as, adult protective services and state licensing and certification agencies. These disclosure requirements mean that information shared with or gathered by the LTCO is confidential unless consent is obtained as described below in the OAA provisions. Furthermore, LTCO programs receive complaints from a variety of individuals (e.g. residents, family members, facility staff, representatives of other agencies), but due to strict requirements in the OAA, LTCO may not disclose the identity of the resident or complainant without receiving permission from the resident or complainant (or their legal representative).

Volunteer Management

Volunteers are the backbone of many Long-term Care Ombudsman Programs. With the help of volunteers, the Ombudsman program can have a regular presence in facilities and stay in touch with residents. Included are resources on recruitment, training, retention, and recognition of volunteers; materials from webinars hosted by the NORC; and volunteer management examples from Ombudsman programs around the country.

Add a new course

National Consumer Voice for Quality Long-Term Care

www.theconsumervoice.org

National Ombudsman Resource Center

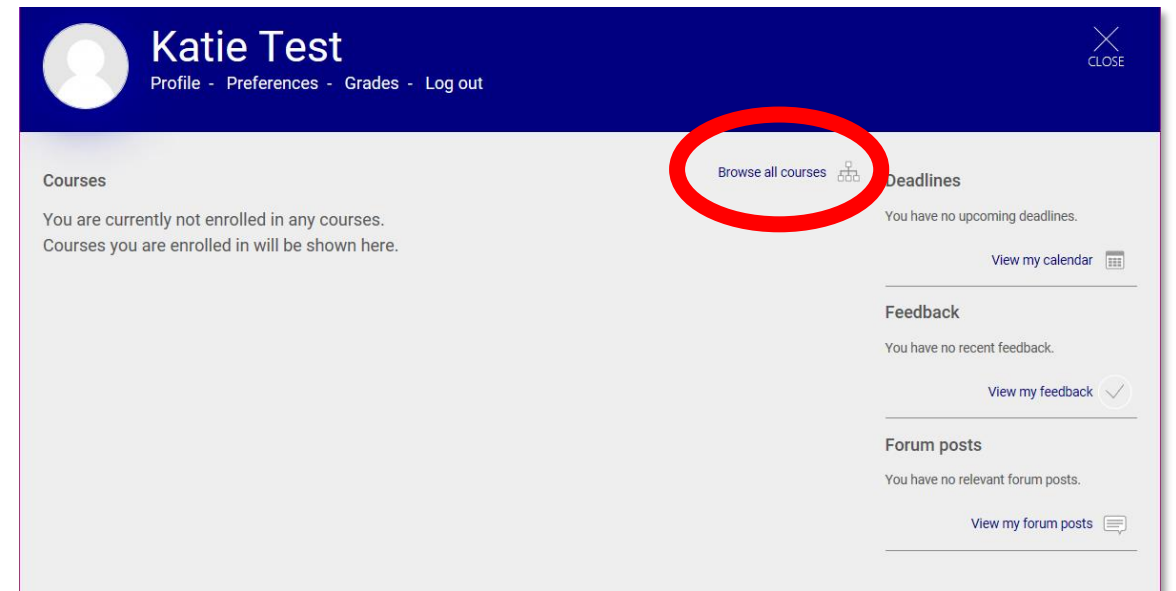
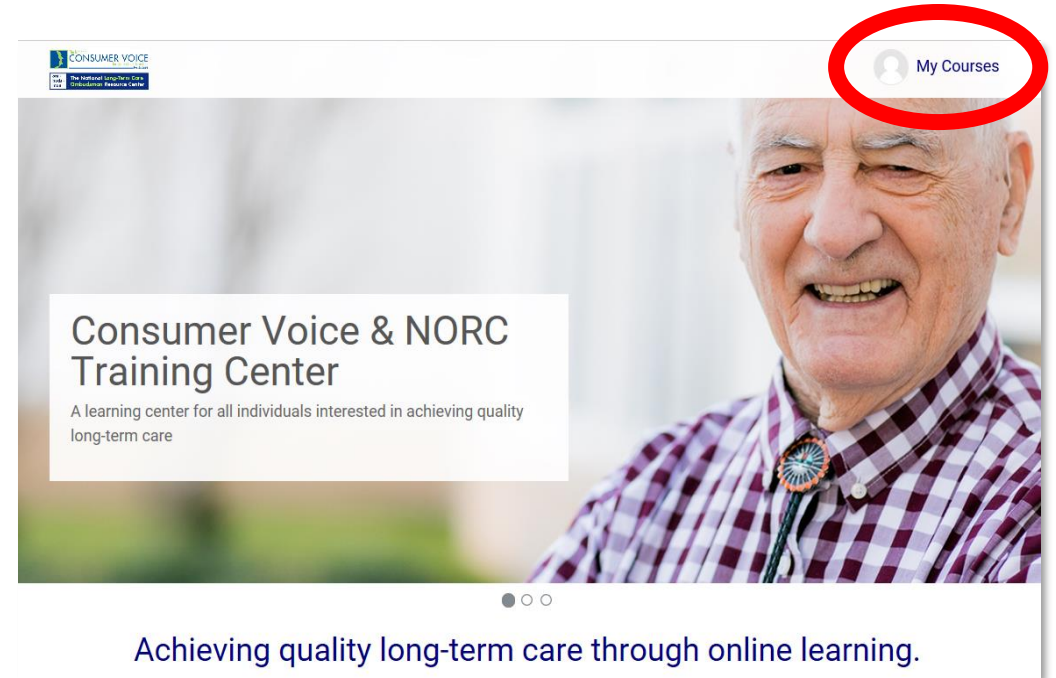
www.ltombudsman.org

Questions?

Email info@theconsumervoice.org or ombudcenter@theconsumervoice.org

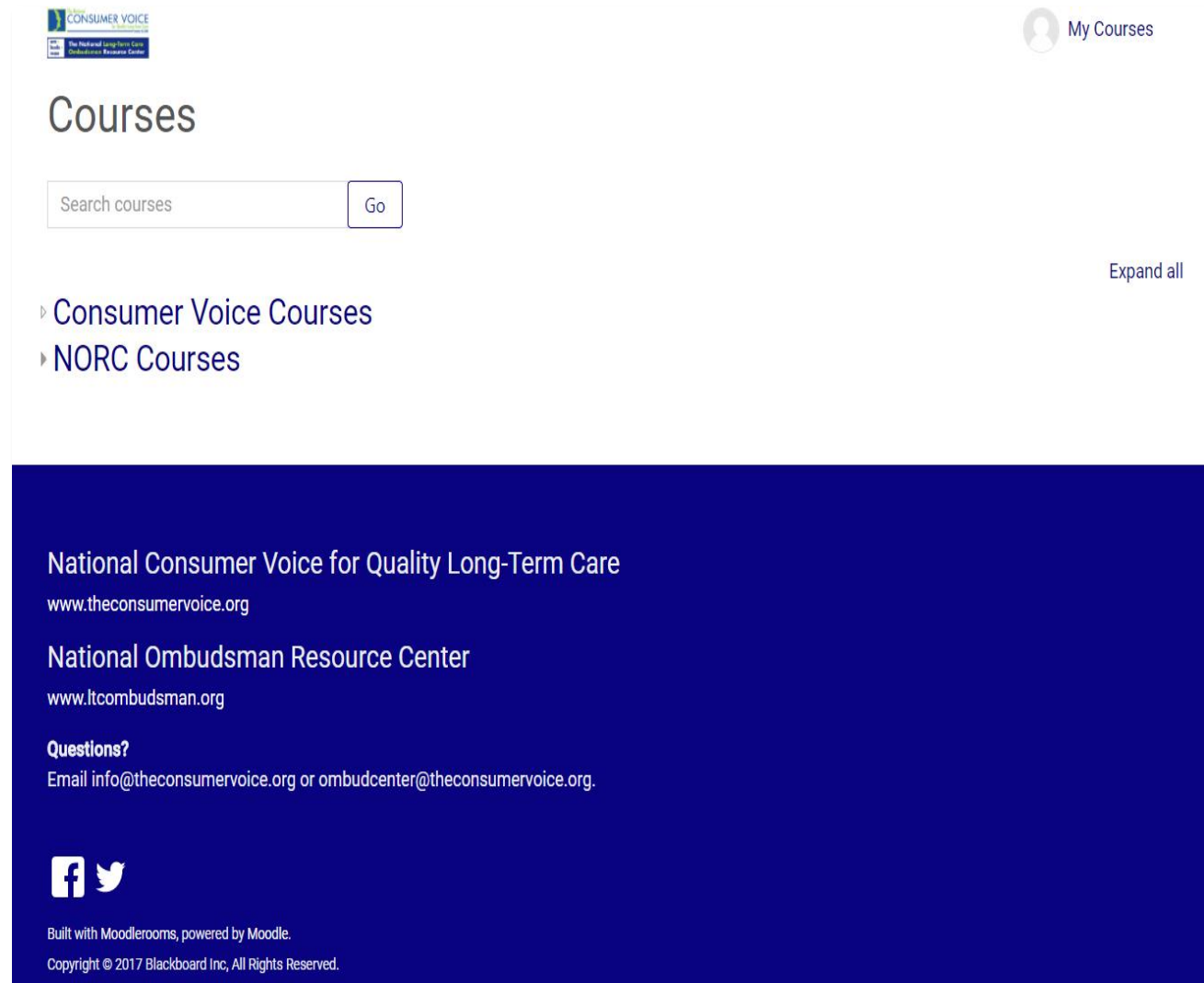
Enrolling in a Course

- Once you have created an account login and click “My Courses” in the upper right hand corner.
- On the next screen, you will see blocks of courses you are enrolled in. If this is your first time using the training center then it will say “You are currently not enrolled in any courses. Courses you are enrolled in will be shown here.”



Enrolling in a Course

- On the next page you will have the option to enroll in either Consumer Voice courses or NORC courses.
- Consumer Voice courses will focus on understanding federal regulations and policies and advocacy strategies.
- NORC courses will focus on Ombudsman program practices and advocacy.



The screenshot shows a web interface for course enrollment. At the top left, there are logos for 'CONSUMER VOICE' and 'The National Long-Term Care Ombudsman Resource Center'. At the top right, there is a 'My Courses' link with a user icon. The main heading is 'Courses'. Below it is a search bar with the placeholder text 'Search courses' and a 'Go' button. To the right of the search bar is an 'Expand all' link. Below the search bar, there are two expandable sections: 'Consumer Voice Courses' and 'NORC Courses'. The bottom section of the page is a dark blue footer containing the following text: 'National Consumer Voice for Quality Long-Term Care', 'www.theconsumervoice.org', 'National Ombudsman Resource Center', 'www.ltombudsman.org', 'Questions?', 'Email info@theconsumervoice.org or ombudcenter@theconsumervoice.org.', and social media icons for Facebook and Twitter. At the very bottom, it says 'Built with Moodlerooms, powered by Moodle.' and 'Copyright © 2017 Blackboard Inc, All Rights Reserved.'

CONSUMER VOICE
The National Long-Term Care
Ombudsman Resource Center

My Courses

Courses

Search courses

Expand all

- › Consumer Voice Courses
- › NORC Courses

National Consumer Voice for Quality Long-Term Care
www.theconsumervoice.org

National Ombudsman Resource Center
www.ltombudsman.org

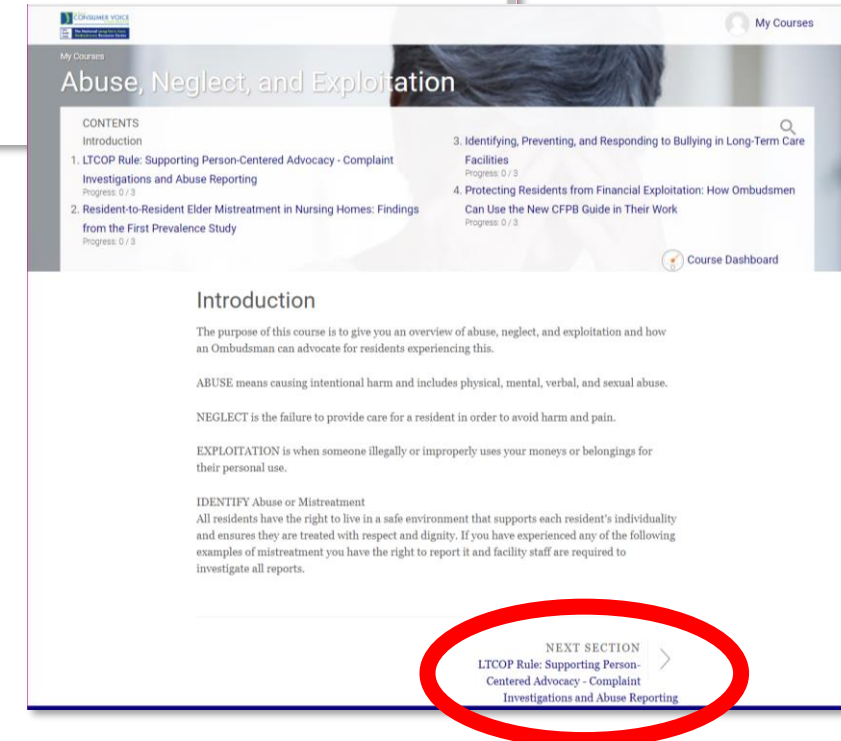
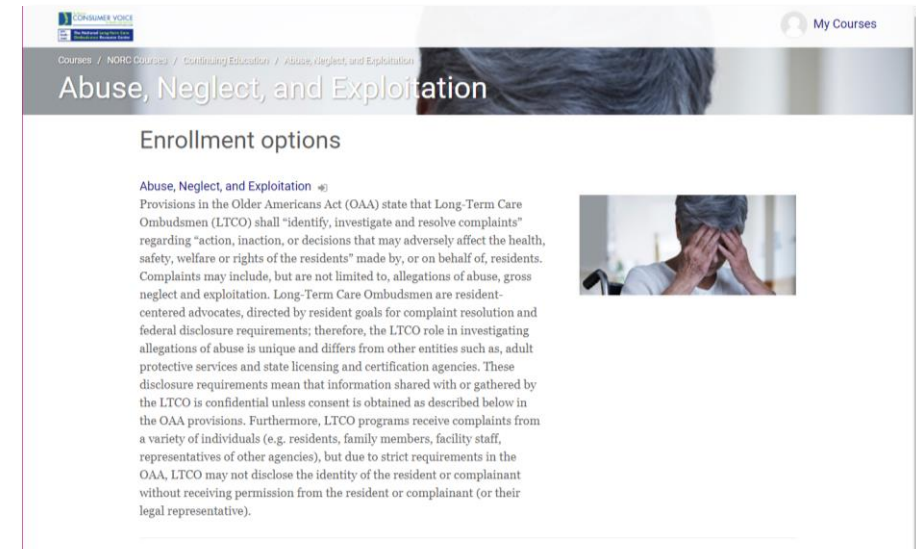
Questions?
Email info@theconsumervoice.org or ombudcenter@theconsumervoice.org.

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Enrolling in a Course

- Select the course and click “Enroll me” at the bottom of the screen.
- You will then be enrolled in the course, and you can navigate through the sections by reading each page and then clicking “NEXT SECTION” at the bottom of each page.



Courses

- Once you are in the course a green clock will tell you how long each section should take.
- Once you read the materials and watch the video, you can download the slides by clicking the PDF block and view additional handouts by clicking on “Read more.”

My Courses

Abuse, Neglect, and Exploitation

CONTENTS

Introduction

1. LTCOP Rule: Supporting Person-Centered Advocacy - Complaint Investigations and Abuse Reporting
Progress: 0 / 3

2. Resident-to-Resident Elder Mistreatment in Nursing Homes: Findings from the First Prevalence Study
Progress: 0 / 3

3. Identifying, Preventing, and Responding to Bullying in Long-Term Care Facilities
Progress: 0 / 3

4. Protecting Residents from Financial Exploitation: How Ombudsmen Can Use the New CFPB Guide in Their Work
Progress: 0 / 3

Course Dashboard

1. LTCOP Rule: Supporting Person-Centered Advocacy - Complaint Investigations and Abuse Reporting

90 MINUTES

The National Ombudsman Resource Center on the LTCOP Rule. Speakers included, Lori Long-Term Care Ombudsman Programs, and National Ombudsman Resource Center; and of Aging.

The LTCOP Rule & Ombudsman Program Representative: Advocacy, Training, and Program Management

March 29, 2017

PDF

Slides - LTCOP Rule: Supporting Person-Centered Advocacy - Complaint Investigations and Abuse Reporting

Handouts

Click [read more](#) to view additional handouts related to this webinar.

[Read more »](#)

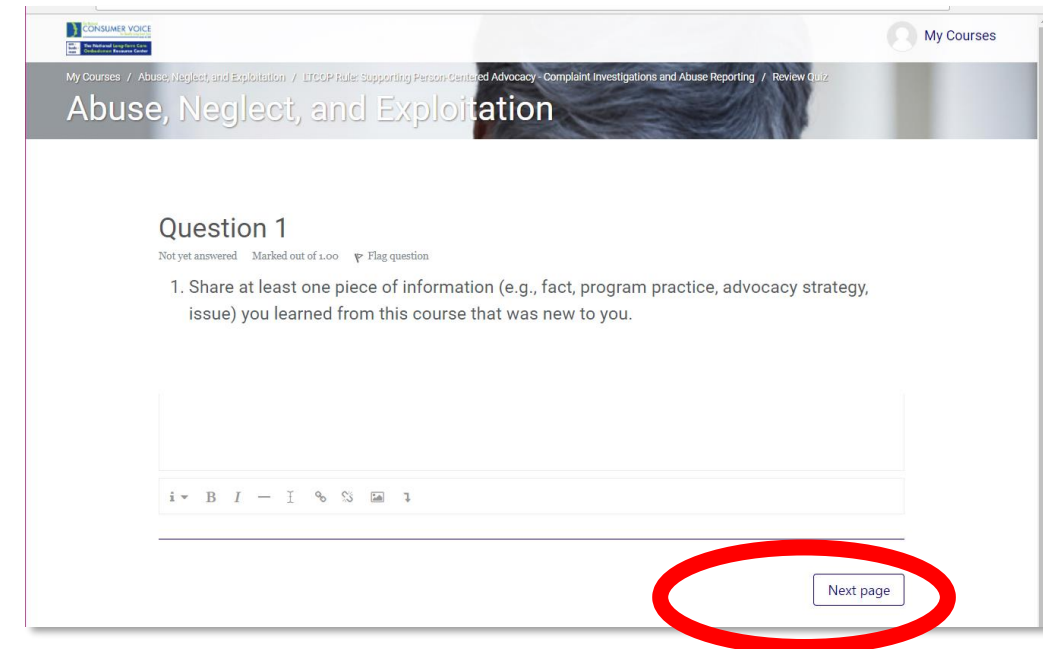
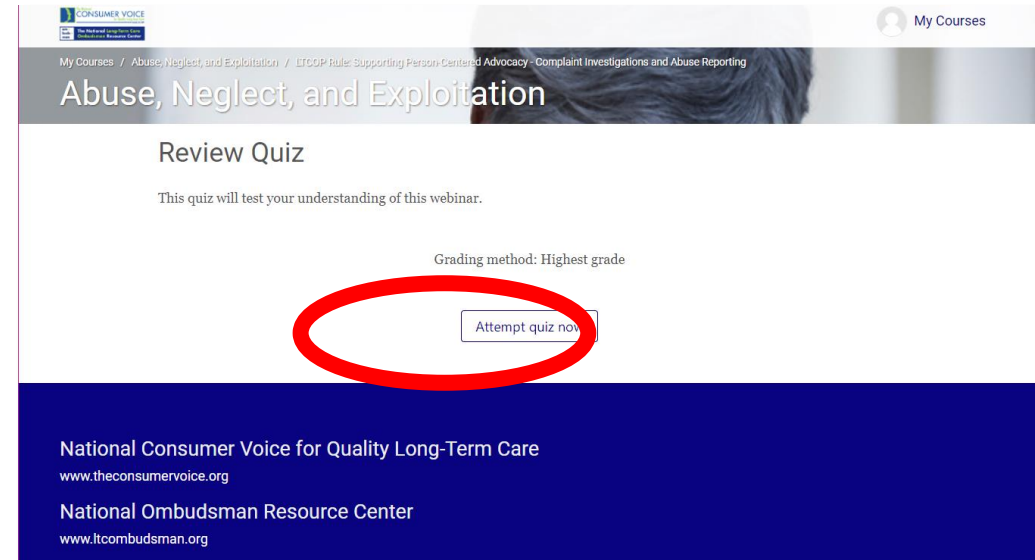
QUIZ

Review Quiz

Not attempted

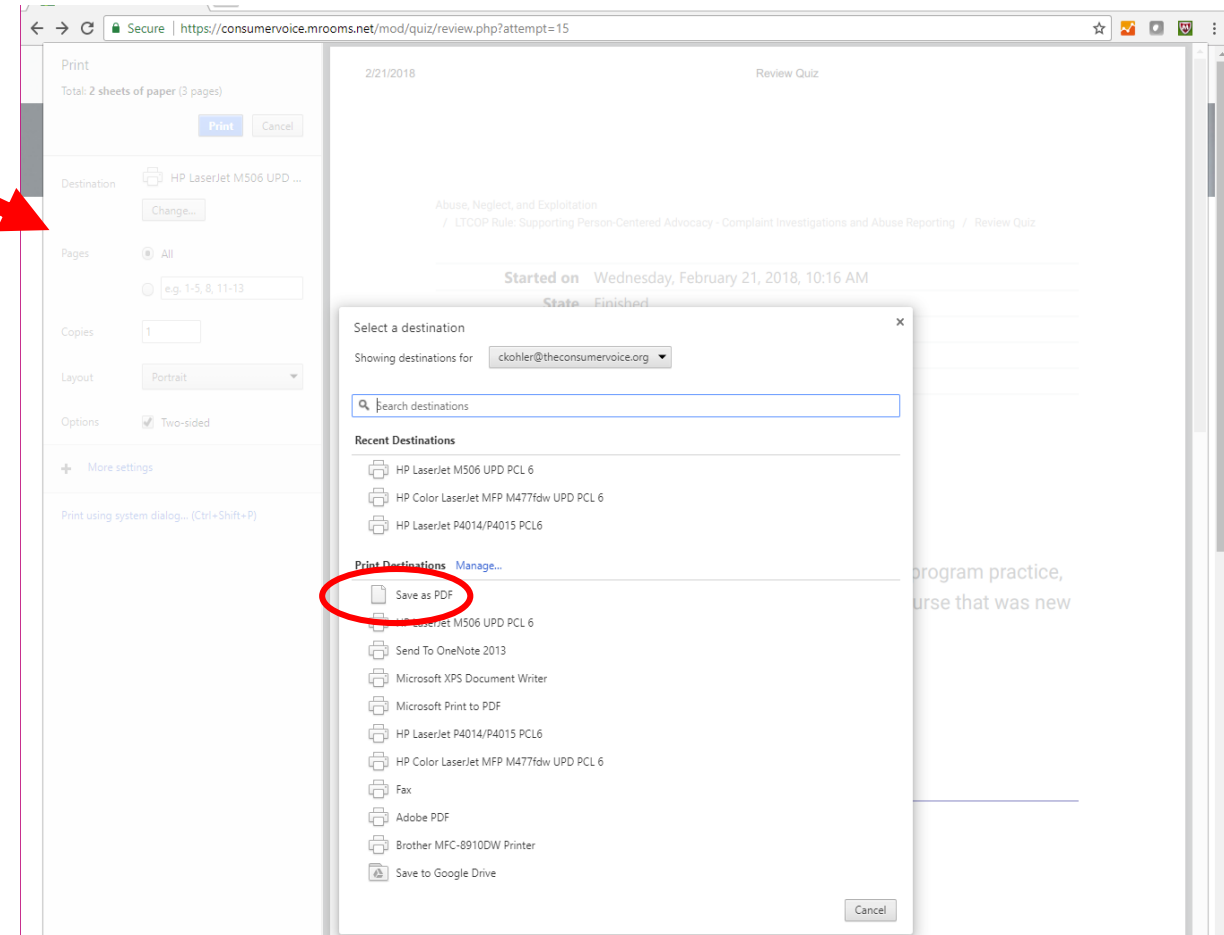
Quizzes

- Once you are finished reviewing the materials, you can click on “Review Quiz” and you will be taken to this page. Click “Attempt quiz now.”
- Once you have completed answering each question, click “Next page.”
- Click “Submit all and finish” on this page and then click “Finish review” on the next page.



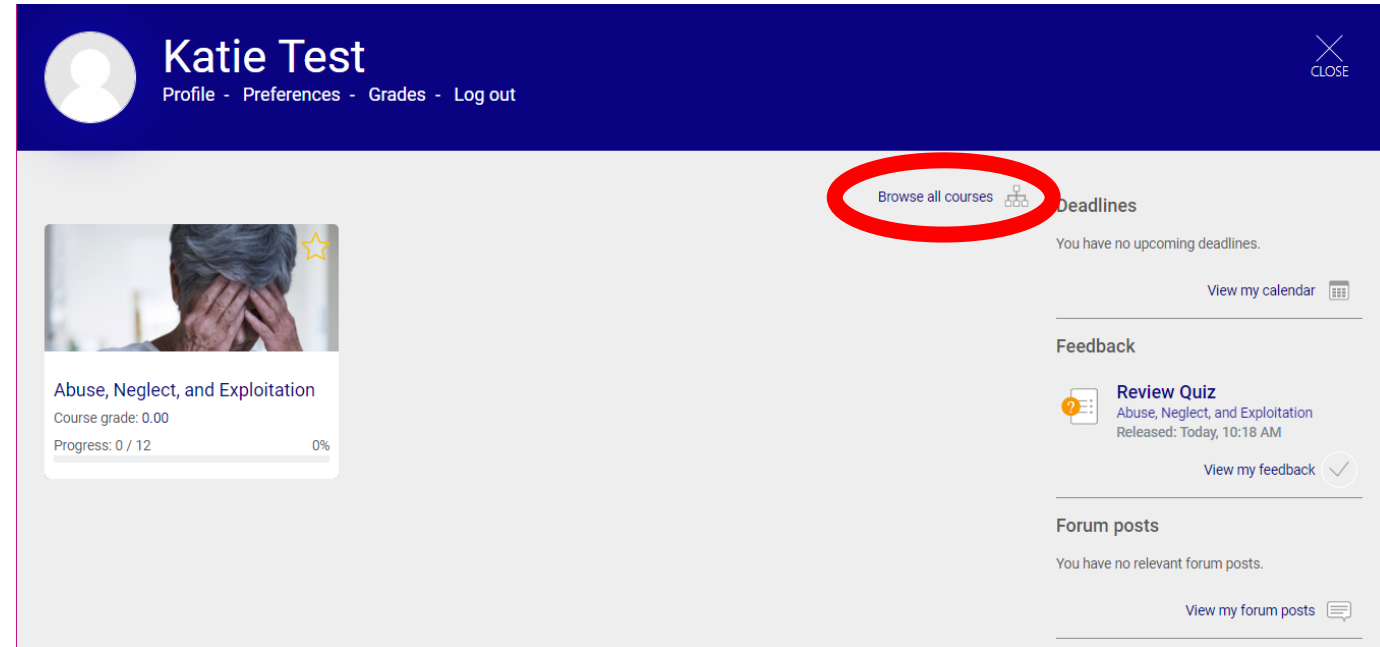
Saving Your Quiz as a PDF

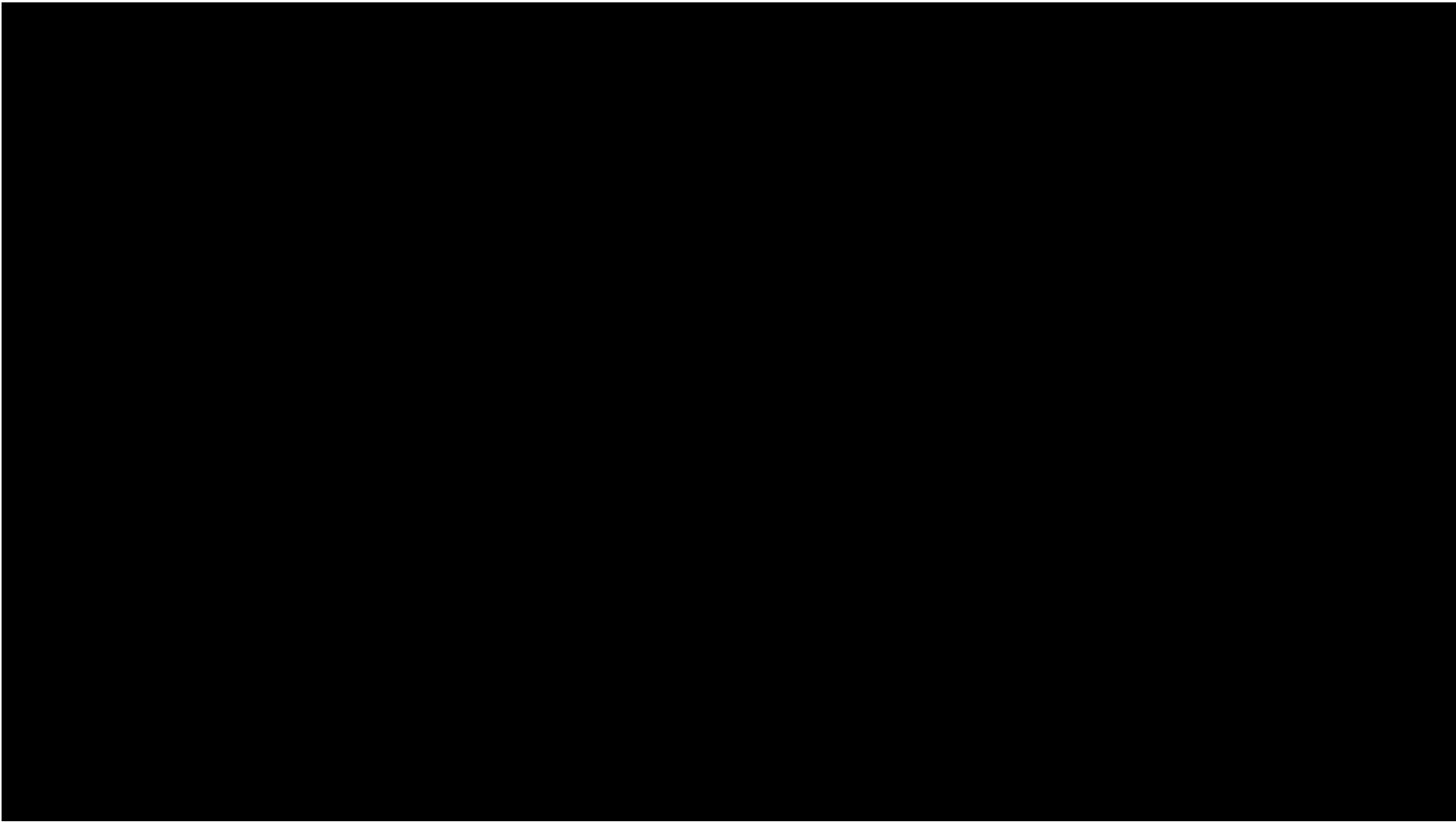
- Once you have completed the quiz you will be able to save your responses as a PDF and then email them to whomever you would like.
- If you're using Google Chrome, save your answers as a PDF by clicking the three dots in the upper right corner, then click Print. Click on the button "Change" under "Destination." A dialogue box like this will appear.
- Click "Save as PDF" then "Save."
- A box will appear asking you where you would like to save the document. Save it to your computer and then you can email your results as a PDF attachment.



Navigating Back to My Courses

- To navigate back to your courses click “My Courses” in the upper right hand corner.
- To enroll in other courses, click “Browse all courses” from this screen and follow these steps again.





QUESTIONS?

UPCOMING NORC EVENTS & PROJECTS

Revised National Ombudsman Reporting System(NORS) Training Five Part Webinar Series

- **Part III: Closing the Case – Verification, Referral, and Disposition** April 30, 2019 3:00 – 4:30 ET
- **Part IV: Activities** May 29, 2019 3:00 – 4:30 ET
- Register: <https://bit.ly/2AOnAZK>

Trauma Informed Care Webinar

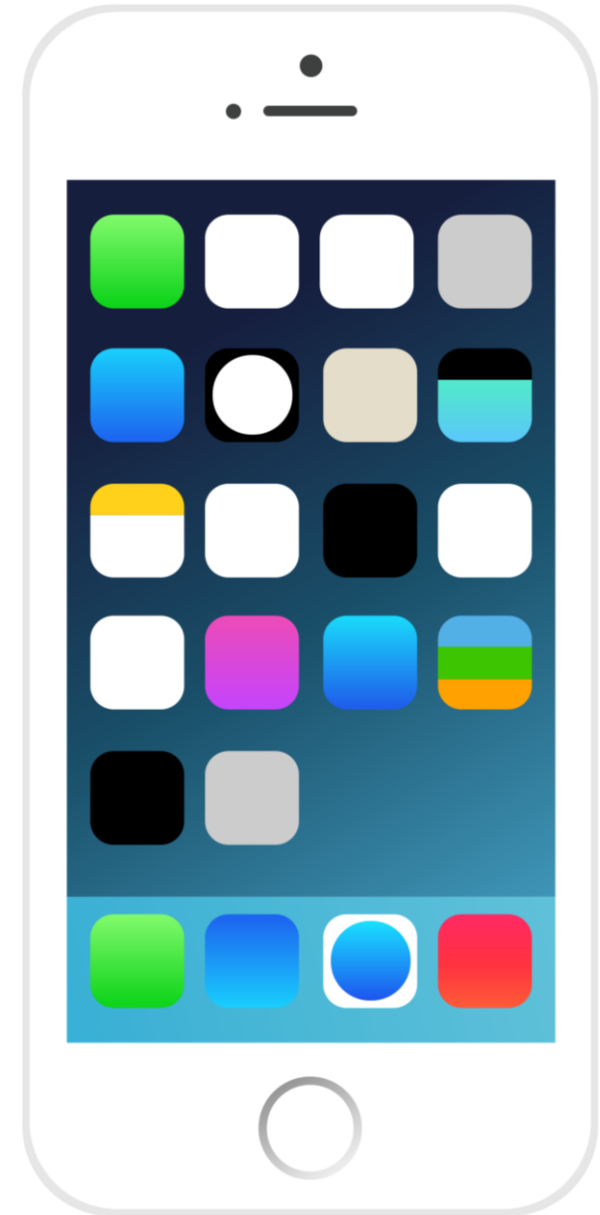
Save the date: Monday, June 10 at 3:00pm – 4:30pm ET

- Phase 3 of the regulations goes into effect in November of this year.
- Trauma informed care (TIC) is included in that revision.
- NORC will be holding a webinar on this topic this year.



Ombudsman App

- NORC created a new app for Ombudsman program representatives to access key information while working in the field.
- We are currently testing the app and it will be ready this year.





The National Long-Term Care Ombudsman Resource Center

The National Long-Term Care Ombudsman Resource Center (NORC)

www.ltcombudsman.org

Connect with us:



The National LTC Ombudsman Resource Center



@LTCombudcenter

This project was supported, in part, by grant number 90OMRC0001-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.