



NORC Notes

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

September 4, 2018

Training Materials on Transfer/Discharge and the Revised Nursing Home Regulations

NORC and Consumer Voice recently published new consumer education materials regarding nursing home transfer/discharge.

Ombudsman programs can use these materials as a training toolkit for:

- Community education;
- Training for resident and family councils; and
- Initial training for Ombudsman program staff and volunteers.

Prezi - A Prezi is a visual storytelling alternative to a PowerPoint presentation. The Transfer/Discharge Prezi uses the map-like layout to provide information on protections against inappropriate discharges, your rights if you're being discharged, and how to get help and take action. The Prezi is available as a [video with a voiceover](#) or as a [clickable presentation without the voiceover](#) to be used with this [script](#).



Fact Sheet - This [fact sheet](#) was developed for long-term care consumers to inform them about their rights regarding involuntary discharges.

Online Training Center Course on Transfer/Discharge - Learn about transfers and discharges in the new e-course. Share this course with residents, their family members, and other advocates. Go to consumervoice.mrooms.net to access the course (you must create an account or sign in to see the courses).

All materials are available on the Consumer Voice website [here](#) and on the NORC website [here](#). Additional transfer/discharge materials can be found [here](#) and FAQs related to transfer/discharge can be found [here](#).

Read archived issues of NORC Notes [here](#). If you have a question, are not able to find a resource, or want to share training materials or program practices, please email ombudcenter@theconsumervoice.org.

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