

LONG-TERM CARE VOLUNTEER OMBUDSMAN TRAINING SYLLABUS

TRAINING GOALS

- To establish a clear understanding of the role of the ombudsman and the nature of the work of advocacy for nursing home residents.
- To train volunteers to be knowledgeable advocates for nursing home residents.
- To encourage volunteers to use their relational skills to build rapport with residents, family members and staff.
- To enable the volunteers to competently report their time and activities on the proper forms.
- To prepare volunteers for passing the certification test.
- To make volunteers aware of the unique nature of being a *certified volunteer*.
- To equip volunteers to begin their work as confident and realistic representatives of the District Long-Term Care Ombudsman.

REQUIREMENTS

- Attend all training sessions.
- Read the training manual.
- Pass the certification test.
- Participate in shadowing experience in a nursing home.
- Accept assignment to your nursing home.

TRAINING SESSIONS

First Session	Chapter 1	<i>History</i>
	Chapter 2	<i>The Aging Process</i>
	Chapter 3	<i>Communication</i>
Second Session	Chapter 4	<i>The Long-Term Care Setting</i>
	Chapter 5	<i>Resident Rights</i>
	Chapter 6	<i>Abuse and Neglect</i>
	Chapter 7	<i>Legal Issues</i>
Third Session	Chapter 8	<i>The Complaint Process</i>
		<i>Certification Test</i>