

Salt Lake County Aging Services
 Ombudsman Program
 Quality Issues Service Volunteer Training
AGENDA
Saturday, February 4, 2006

Time	Topic	Presenter	Location
15 – 30 minutes	<i>Welcome & Introductions</i>	Certified Ombudsman and Volunteer Coordinator	
3 Hours	<i>Long Term Care Ombudsman</i> <ul style="list-style-type: none"> • Aging Network <ul style="list-style-type: none"> ○ Acronyms ○ Facility types <ul style="list-style-type: none"> ▪ SNF structure • Other agencies & programs • “Advocates for Resident’s Rights” video • History & Responsibilities under the OAA • LTCOP 101 • Unique Characteristics of Ombudsman Program 		
	<i>Lunch provided</i> (working lunch)		
3 Hours	<i>Residents Rights</i> <ul style="list-style-type: none"> • Experiential exercise • Summary of Resident Rights • Review quiz • Applied Residents Rights <ul style="list-style-type: none"> ○ Codes ○ F-Tags 		
	<i>DAY TWO</i>		
3 Hours	<i>Job Descriptions & Boundaries</i> <ul style="list-style-type: none"> • Wrap around sentence • Experiential exercises <ul style="list-style-type: none"> ○ Role play <ul style="list-style-type: none"> ▪ Introduction ▪ Setting limits • Roles of the Ombudsman • Self evaluation 		
	<i>Lunch Provided</i> (working lunch)		

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1 Hours	<p><i>Interviewing the Elderly</i></p> <ul style="list-style-type: none"> • Group discussion on aging process • Aging process review 		
1 Hour	<p><i>Resident Councils</i></p> <ul style="list-style-type: none"> • What, How, Regs. • Ombudsman role in resident councils 		
1 Hours	<p><i>Monitoring of Facilities</i></p> <ul style="list-style-type: none"> • SNF structure • “What to look for in a nursing home” video • Monitoring techniques • Resident contact • Reporting your findings <ul style="list-style-type: none"> ○ QIS forms • State regulations for SNF and AL I & AL II • Do’s & Don’ts for Ombudsmen 		
1 Hours	<p><i>Forms, Documentation & Intake</i></p> <ul style="list-style-type: none"> • Go over intake form • QIS Documentation form • Time sheet • Volunteer procedures • Mileage documentation 		
½ Hour	<p><i>Tying up loose ends</i></p> <ul style="list-style-type: none"> • Review • Q&A 		

Note:

After completing classroom training, schedule a minimum four hours to shadow with the volunteer coordinator. During this time you will tour a facility, talk with residents, and meet with facility staff. Also, schedule two hours to shadow with the program assistant for training on intake and Ombudsman services.