

Salt Lake County Aging Services
Ombudsman Program
Certified Ombudsman Classroom Training

DAY 1 of 4

Facilitator(s)	Topic	Time	Comments:
Volunteer Coordinator	Introductions <ul style="list-style-type: none"> ▪ Welcome ▪ Ice Breaker <ul style="list-style-type: none"> ○ "Penny for your thoughts" 	30 Minutes	9:00 - 9:30
Volunteer Coordinator or State LTCO	Ombudsman 101	75 Minutes	9:30 - 10:45
	<ul style="list-style-type: none"> ▪ Authority ▪ Mission ▪ Regional structure ▪ Regulatory agencies ▪ Responsibilities ▪ Older American Act of 1965 ▪ Frequency of N.H. complaints 		
BREAK		15 Minutes	10:45 - 11:00
State LTCO,	Duties of an Ombudsman Ethics / Structure <ul style="list-style-type: none"> ▪ Overhead ▪ Discussion 	60 Minutes	11:00 - 12:00
LUNCH	On your own	30 Minutes	12:00 - 12:30
Volunteer Coordinator	Role Perception Profile	30 Minutes	12:30 - 1:00
Volunteer Coordinator	Aging Network <ul style="list-style-type: none"> ▪ State ▪ Area on Agencies ▪ Local Ombudsman 	60 Minutes	1:00 - 2:00
BREAK		15 Minutes	2:00 - 2:15
Volunteer Coordinator	Resident Rights <ul style="list-style-type: none"> ▪ Experiential exercise ▪ Video "Res. Rights." 	30 Minutes	2:15 - 2:45
Volunteer Coordinator	Resident Rights <ul style="list-style-type: none"> ▪ Handout - Discussion 	75 Minutes	2:45 - 4:00

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DAY 2 OF 4				
Facilitator(s)		Topic	Time	Comments:
Volunteer Coordinator		Check - In	15 Minutes	9:00 - 9:15
Volunteer Coordinator		Resident Rights Summary	30 Minutes	9:15 - 9:45
Volunteer Coordinator		Resident & Family Councils	45 Minutes	9:45 - 10:30
BREAK			15 Minutes	10:30 - 10:45
Program Manager		Payment Sources	45 Minutes	10:45 - 11:30
Volunteer Coordinator		"Validation Therapy"	30 Minutes	11:30 - 12:00
LUNCH		On Your Own	30 Minutes	12:00 - 12:30
Volunteer Coordinator		Interviewing the Elderly	75 Minutes	12:30 - 1:45
BREAK			15 Minutes	1:45 - 2:00
Volunteer Coordinator		Health Facility Licensure Licensing <ul style="list-style-type: none"> ▪ Regulations and Annual Surveys 	45 Minutes	2:00 - 2:45
Volunteer Coordinator		Medicare Survey Team	45 Minutes	2:45 - 3:15
BREAK			15 Minutes	3:15 - 3:30
Volunteer Coordinator		Other Agencies	60 Minutes	3:30 - 4:30
Volunteer Coordinator		Review Material/Answer Questions	45 Minutes	4:30 - 4:45

Notes: HOMEWORK: Read "Aging Process"

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DAY 3 OF 4

Facilitator(s)	Topic	Time	Comments:
Volunteer Coordinator	Check - in	15 Minutes	9:00 - 9:15
Volunteer Coordinator	How to Choose a Nursing Home <ul style="list-style-type: none"> ▪ Video 	45 Minutes	9:15 - 10:00
Volunteer Coordinator	Walk-through (location to be announced)	120 Minutes	10:00 - 12:00
LUNCH	On Your Own	30 Minutes	12:00 - 12:30
Volunteer Coordinator	Care Planning	75 Minutes	12:30 - 1:45
Volunteer Coordinator	Structure of the Nursing Home & Developing Rapport with Providers <ul style="list-style-type: none"> ▪ Wrap Around ▪ Role Play 	45 Minutes	1:45 - 2:30
Volunteer Coordinator	Mediation tools for Conflict	60 Minutes	2:30 - 3:30
BREAK		15 Minutes	3:30 - 3:45
Volunteer Coordinator	Aging Process	75 Minutes	3:45 - 5:00

Notes:

Study F-Tags

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DAY 4 OF 4

Facilitator(s)	Topic	Time	Comments:
Volunteer Coordinator	Check-in	15 Minutes	9:00 - 9:15
Program Intake person	Intake Process	90 Minutes	9:15 - 10:45
BREAK		15 Minutes	10:45 - 11:00
Volunteer Coordinator	Resolution Plan	60 Minutes	11:00 - 12:00
Volunteer Coordinator	Short Service or Case? Consultation vs. Case	60 Minutes	12:00 - 1:00
LUNCH	Provided	30 Minutes	1:00 - 1:30
Volunteer Coordinator	Case Studies	120 Minutes	1:30 - 3:30
BREAK		15 Minutes	3:30 - 3:45
Volunteer Coordinator	Forms/Documentation	30 Minutes	3:45 - 4:15
Volunteer Coordinators	Review for Test/Tying up Loose Ends <ul style="list-style-type: none"> ▪ Certificates 	45 Minutes	4:15 - 5:00

**Contact State Long term Care
Ombudsman to schedule your certification test. Your state certification
identification will also be made at the same time.**

Good Luck on the Test !!!!!