Training Agenda
Day 1–Wednesday, February 9, 2005– Colby Conference Room

8:30  Registration/Coffee
8:40  Welcome Overview of Training
8:50  New Volunteer Introductions
8:55  Video: Look at Me
9:00  Program History/Video: Advocates for Residents’ Rights (Module 1)
10:00  Break
10:15  Roles and Responsibilities of the Ombudsman (Module 2)
       Facility Types (Module 5)
11:00  Video: Residents Rights/Discussion: Resident Rights (Module 6)
12:00  Lunch
1:00  Small Group & Large Group Discussion on Resident Rights Cases
2:30  Break
2:45  Discussion: Aging (Module 3)
       Video: Natural Process of Aging
4:00  Adjourn

Please review the following:
Module 3: Aging and Common Illnesses/Module 4: Communication/Module 3: Dementia
Snohomish County Long Term Care Ombudsman Program

Training Agenda
Day 2– Thursday, February 10, 2005– Colby Conference Room

9:30  Coffee & Review

9:45  Dementia (Module 3)
   Video: Communication with People with Dementia/ Discussion

10:30  Break

10:45  Dementia cont…

11:15  Video: Communication with People with Hearing Loss (Module 4)

11:45  Local Programs and Services/Medicare & Medicaid/Facility Types (Module 5)

12:00  Lunch

1:00  Leave for Facility Visits

1:30  Marysville Care Center

2:30  Grandview Village Retirement Community

3:30  Las Orquidias Adult Family Home

4:30  Adjourn

Please review the following:
Module 7: Complaints
Module 9: Documentation
Snohomish County Long Term Care Ombudsman Training

Training Agenda

Day 3– Wednesday, February 16, 2005– Colby Conference Room

8:30  Coffee & Discussion of Facility Visits  Positives/Negatives, Impressions (e.g., environment care, concerns)

8:45  Visitation/Complaint Investigation (Module 7,III)

10:00 Break

10:15 Video: Basic Complaint Handling Skills for Ombudsmen/Discussion

12:00 Lunch

1:00 Video: Dispute Resolution Skills for Ombudsmen/Discussion: Complaint Resolution (Module 7,IV)

2:30 Small Group Case Studies

4:00 Adjourn

Please review the following:
Module 8: Legal Issues
Snohomish County Long Term Care Ombudsman Training

Training Agenda

Day 4- Thursday, February 17, 2005- Colby Conference Room

9:30  Coffee & Review

9:45  Health Care Decision Making/ Legal Issues

10:30  Break

10:45  Health Care Decision Making/ Legal Issues cont...

11:00  Volunteer Ombudsmen Experiences in the Field
       Guest Speakers: Lacee Elliott: Adult Family Homes   Marcia Thompson: Boarding Homes/Nursing Homes
       Ruth Madden: Nursing Homes/Boarding Homes

12:00  Lunch

1:00  Case Studies: Small Groups

1:30  Ombudsman Procedures and Documentation (Module 9) & What’s Next?
       Monthly Report, Mileage Form, Facility Report

2:00  Developmental Disabilities; Dementia; Mental Illness; Abuse & Neglect & Certification by State Ombudsman, Kary Hyre

4:15  Congratulations  

4:30  Adjourn