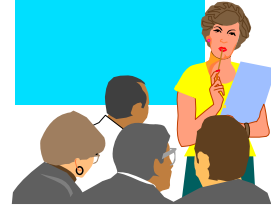


Snohomish County Long Term Care Ombudsman Program



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: Lacey 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  Training Evaluation/Questions/Loose Ends

4:30 Adjourn