Day One AGENDA

Grand Gateway Volunteer Training

Gerri Randolph, Program Field Representative

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9:00am  Sign In and Coffee

9:30am  The Ombudsman Program
        Volunteer roles, including activities and responsibilities

10:30am Break

10:45am The Aging process, Characteristics of the Older Person in the Long-Term Care Facilities
        Video: Look at Me

11:45am Lunch

1:00pm  Volunteer Roles, including activities and responsibilities
        How complaints are received
        Video: Basic Complaint Handling Skills for Ombudsman

2:30PM Break

2:45pm  Confidentiality

3:30pm Questions and Close