



9/12/2018

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 |