



VOLUNTEER TRAINING

Day Two

Tony Fullbright, Program Field Representative

AGENDA

Sign In and Coffee

Review of Yesterday's Training
Overview of Today's Training

Regulation of Long-Term Care
Who Does What?

Break

State and Federal Laws

Lunch

Resident Rights
Video: *Resident Rights*

Break

Record Keeping and Confidentiality
Your First Visit as an Ombudsman Volunteer

Adjourn