



LTC Ombudsman Program Retreat  
Training: VOCA  
Friday, November 2 2018  
8:00 am – 2:00 pm

Location: Ramada by Wyndham Tukwila Southcenter  
15901 W. Valley Highway, Seattle,

8:00 a.m. Check in

**8:30 a.m. – 10:30 a.m. Presentation Training with Shirley Paceley and Linda Sandman**

- **Reflection from Thursday's training:**
  - How are you feeling?
  - What were the top two 'most helpful' things you learned?
  - What will be the most difficult area for you to implement?
  - What would you still like to learn about the topics presented?
  
- **Disability Humility:**
  - Definition
  - Role play demonstrations
  
- **Reflective Supervision**
  
- **Secondary Trauma**
  - Signs
  - Reflective supervision
  - Recognize your strengths
  - Many work alone
  - Focused in relationship
  - Self-care—you have permission
  - Hands on practice

**10:45 a.m. – 1:30 pm VOCA Presentation  
by Douglas Samuels, Education Specialist**

11:45 am. Working Lunch

1:30 p.m. VOCA wrap-up: Feedback and Q & As

2:00 p.m. Submit Training Evaluations