



**AGENDA**  
**OMBUDSMAN**  
**VOLUNTEER TRAINING**  
**WEDNESDAY OCTOBER 21, 2015**

**10 AM          Welcome and Housekeeping**

**10:10 AM      Guest Speaker Presentation**

*“Role of the Ombudsman & Resident’s Rights.”*

*Susan Tonarely, Assistant State Ombudsman*

**11:15 AM      Break**

**11:30 AM      Updates from Jan**

**11:45 AM      Adjournment**