# Georgia Long-Term Care Ombudsman Training Requirements

<table>
<thead>
<tr>
<th>INITIAL TRAINING AND EXAMINATIONS - OVER 120 HOURS</th>
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<tbody>
<tr>
<td>Classroom Training</td>
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**Training topics include:**
- Federal, state and local laws, regulations, and policies with respect to long-term care facilities
- The aging process
- Long-term care facilities
- Effects of institutionalization
- Resident rights
- Long-term care reimbursement
- Role of government agencies
- Complaint investigation and resolution skills
- Community resources

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<th>On-site Training</th>
<th>Minimum 10 Working Days</th>
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**Training in Nursing Facility - 7 days**
- Training by facility administration and staff, interviews with residents, and observation of departmental activities
- Observation of Office of Regulatory Services survey process

**Training in Personal Care Homes – 3 days**
- Training by facility staff, interviews with residents, observations of daily routines and activities
- Observation of Office of Regulatory Services survey and/or complaint investigation

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<th>Examinations - Written and Oral</th>
<th>Approximately 20 Hours</th>
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**Examination topics include:**
- Issue identification and analysis
- Complaint resolution skills
- Interviewing skills
- Negotiating skills
- Laws governing long-term care facilities and the Ombudsman Program

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<th>MANDATORY CONTINUING EDUCATION - MINIMUM OF 40 HOURS</th>
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Two 3-day statewide training conferences each year provide current information on relevant long-term care issues and LTCO management and practice. All staff ombudsmen are required to attend to maintain certification.