

Synchronicity Among Local and State Ombudsmen

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Primary Resources

1. Esprit de Corps: Cultivating Unity in the Statewide LTC Ombudsman Program, a 1999 session report from a local ombudsman perspective
2. Strengthening the Connection Between State and Local LTC Ombudsmen, a recently revised NORC paper based on Esprit de Corps and the NALLTCO Tips for SLTCO; this paper provides guidance for SLTCO

Communication

Technical Assistance

- Clear expectations from the State office
- Necessary tools: policy and procedures, reporting guidelines, volunteer training manuals

Consultation

- Challenging cases-“gray” issues
- Reporting of abuse, neglect, and exploitation
- Complaints against an ombudsman
- Keeping State Ombudsman “in the loop”

Communication

Program Management

- Challenging decisions about volunteers
- Personnel
- Size of program

Support

- Complaints against an ombudsman
- Significant complaints or on-going issues in a facility
- Legal representation
- Visiting facilities together
- Statewide training

Connecting local ombudsmen to statewide program

- Involve local ombudsmen in statewide activities
- Identify strengths and interests
- Invite to serve on workgroups and task forces
- Encourage local ombudsman participation in systemic advocacy
- Statewide advocacy
- OAA reauthorization

Coordination

- Training
- Disaster preparedness and response

Lesson learned: SLTCO needs to determine what is negotiable and what is not

- Example: policy and procedure manual
- Example: volunteer report

1. NALLTCO Tips to State Ombudsmen (handout)

2. Texas Tips to Local Ombudsmen

- Respect
- Communicate
- Understand the challenges of a SLTCO
- Appreciate diversity

Table Top Exercises

- Tables assigned a number
- Select a reporter for each table
- 10 minute discussion at tables
- 2 minutes each for report