



Long-Term Care Ombudsman Program Role in Emergency Preparedness and Response: The Basics

These training materials were developed by the National Long-Term Care Ombudsman Resource Center (NORC) as a basic training regarding the Long-Term Care Ombudsman program (Ombudsman program) role emergency preparedness and response. The materials may be used in initial certification training or in-service (continuing education) training. The training provides a brief explanation of emergency preparedness; basics of emergency preparedness for individuals, long-term care facilities, residents, and Ombudsman programs; the role of the Ombudsman program in emergency response; and additional resources.

The training materials include a [PowerPoint](#) and a [video](#). The content is the same in both resources; however, you may use them differently as described below.

How to Use the [PowerPoint Presentation](#)

- Trainers may use the presentation “as is” or adapt contents for their own use, with credit to the NORC.
- This training module may be refined to include state specific information and guidance (e.g., program policies regarding ensuring resident access to the program during infectious disease outbreaks).
- Read all slides and slide notes before presenting. Some slides may require you to research state and/or local information to insert.
- Slide notes contain three important pieces of information for trainers:
- **“Trainer’s Notes”** contain language you may consider using when presenting.
- **“Trainer’s Tips”** provide further explanation regarding the training content, information to consider when developing your own presentation language, and/or tips or activities/discussion topics.
- Provide 30 minutes to an hour for this training. For time for case discussion, questions, and review of state-specific information you will need at least an hour.
- State program logos may be added.
- Products referenced are not an endorsement and any information presented related to products are provided as a reference.

How to Use the [Video](#)

- The video is approximately 10 minutes long. Viewers can pause, rewind, and fast forward the video.
- Unlike the PowerPoint presentation, you cannot edit the video, so you will need to provide state-specific policies and procedures separately.
- You can use the video for training in a variety of ways, such as:
 - Ask trainees to watch the video before attending training in-person in preparation for a discussion.
 - Show the video at the beginning of in-person group training or live, virtual training to provide background information before discussing state-specific information, discussing cases, and more.
 - Ask trainees to watch the video on their own and send you their responses to the cases.
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For More Information and Training Materials

- Visit the [NORC Emergency Preparedness webpage](#) for federal requirements, resources, and reports; NORC resources; and information to share with residents.

If you have any questions, please contact NORC at ombudcenter@theconsumervoice.org.

This project was supported, in part, by grant number 900MRC0002-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.