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.
- Products referenced are not an endorsement and any information presented related to products are provided as a reference.

**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](mailto:ombudcenter@theconsumervoice.org).

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