



# The National **Long-Term Care Ombudsman** Resource Center



 Webinar

## **INTRODUCING THE NEW ONLINE COURSE FOR INITIAL CERTIFICATION TRAINING**

January 30, 2025 | 2:00-3:00pm ET

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# Welcome



- ▶ This webinar is being **recorded**.
- ▶ Use the **Q&A feature** to submit questions for the speakers.
- ▶ Use the **chat feature** for your comments or to respond to questions from speakers or other attendees.
- ▶ Please do not unmute your line until you **raise your hand**, and we call on you.
- ▶ Please **complete the evaluation** at the end of the webinar.

# Objectives

## Explain

- Why we created the course
- Intended use of the course

## Demonstrate

- How to find the course
- How to use the course and related materials

## Consider

- How your program could utilize the course
- Your state's training process and communicating with your State Ombudsman

# Speakers



**Amity Overall-Laib**  
DIRECTOR  
NORC



**Maria Greene**  
CONSULTANT  
NORC/Consumer Voice



**Katie O'Hearn**  
MANAGER  
Program and Outreach  
NORC

## On-Demand Training Center

National Consumer Voice for Quality Long-Term Care (Consumer Voice) & National Ombudsman Resource Center (NORC)



# Partners and Pilot States

- ▶ In collaboration with ACL and the University of Southern Maine, Muskie School of Public Service, we developed ten online modules based on the written training curriculum.
- ▶ Thank you to our pilot states:
  - ▶ Arkansas
  - ▶ New Hampshire
  - ▶ South Dakota
  - ▶ Tennessee
  - ▶ Utah



# What Does this Mean for Your Program?

- ▶ Supplemental
- ▶ Flexibility
- ▶ Enhancement
- ▶ Tracking



# Intended Use

- ▶ Incorporate them into overall initial certification training as a complement to in-person training and as a companion piece to the written curriculum.
- ▶ Examples of incorporation include:
  - ▶ pre or post assignments after in-person class
  - ▶ independent study
  - ▶ reinforcement of pertinent information
  - ▶ continuing education.



# Instructional Materials

## REVISED

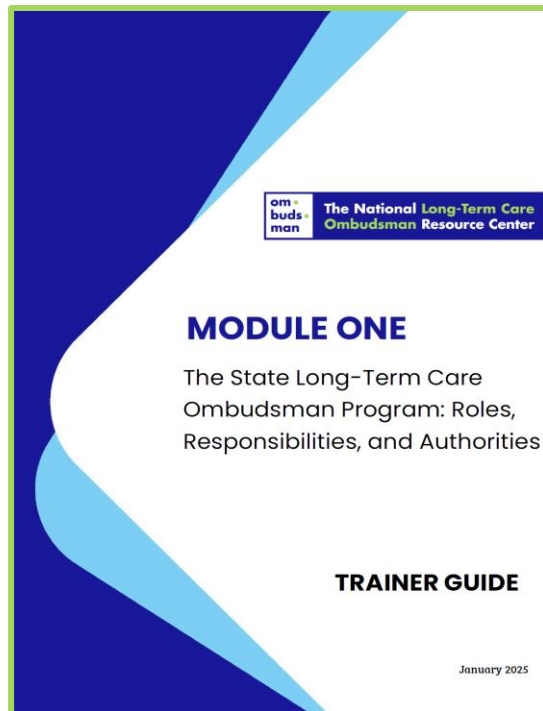
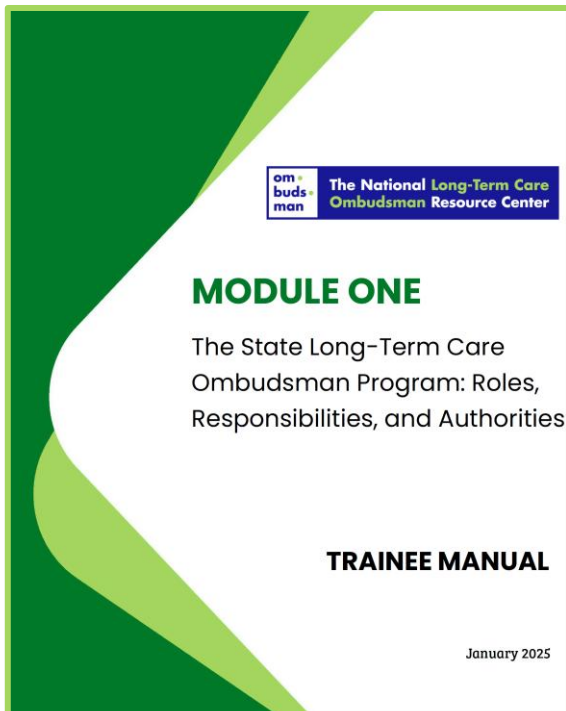
- ▶ Introduction and Overview
- ▶ Preparation Checklist and Training Tips
- ▶ State-Specific Information to Include
- ▶ Links to Training Videos
- ▶ Additional Resources
- ▶ Glossary of Key Words
- ▶ Acknowledgements

## NEW

- ▶ FAQs for Accessing and Using the Training Center
- ▶ FAQs for State Ombudsmen
- ▶ Trainer Guide: What is NOT Included
- ▶ 2025 Revisions Chart (main curriculum)

# Main Curriculum Materials

- ▶ Trainer Guide
- ▶ Trainee Manual
- ▶ Training PowerPoints



**2025 REVISIONS INITIAL CERTIFICATION TRAINING CURRICULUM FOR LONG-TERM CARE OMBUDSMAN PROGRAMS**

*This chart summarizes revisions made to the curriculum materials. If you have any questions, contact [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).*

MODULE	CHANGE	TRAINER GUIDE	TRAINEE MANUAL	MODULE PPT
ALL	Changed publication date to 2025	Cover	Cover	Title Slide
	Revised ACL disclaimer	Table of Contents	Table of Contents	Final Slide
MODULE 1	Deleted Additional Resource page - made it a separate document on the NORC Training Curriculum <a href="#">page</a>			
	New definition of "Empowerment"	Section 1: Key Words and Terms	Section 1: Key Words and Terms	N/A
	Added reference to the 2024 LTCOP Rule update	Section 2: History of the Long-Term Care Ombudsman Program	Section 2: History of the Long-Term Care Ombudsman Program	Slide 21
	Added reference to 2024 LTCOP Rule update	Section 3: The State Long-Term Care Ombudsman Programs Rule, first paragraph	Section 3: The State Long-Term Care Ombudsman Programs Rule, first paragraph	Slide 27
MODULE 1	Revised first sentence in the first paragraph under Empower	Section 5: Long-Term Care Ombudsman Program Role and Responsibilities, Fundamentals of the Long-Term Care Ombudsman Program, Empower (first paragraph)	Section 5: Fundamentals of the Long-Term Care Ombudsman Program, Empower (first paragraph)	N/A
	Question 7A Removed "...and is morbidly obese."	Section 8: Module Questions	Section 8: Module Questions	Slide 97
MODULE 2	Revised State-Specific Information and Trainer's Note (removed references to 2016 National Study of Long-Term Care Providers)	Section 2, Resident Demographics	N/A	N/A
	Deleted 2021 National Nursing Facility Population table (Figure 2) and National Residential Care Communities	Section 2, Resident Demographics	Section 2, Resident Demographics	Removed tables from slides 16 and 17. Added

- ▶ 2025 Revisions Chart (new)

# Key Takeaways

- ▶ The online course complements the main curriculum, it does not replace it.
- ▶ States still need to meet federal minimum training requirements.
- ▶ Taking the online course does not automatically mean a trainee is certified.
- ▶ If you are interested in incorporating this training, speak with your State Ombudsman.
- ▶ If you encounter issues, or want to brainstorm how you can use this, contact NORC.

# Resources

- ▶ Access the training center, main curriculum materials, and all instructional documents  
[https://ltombudsman.org/omb\\_support/training/norc-curriculum](https://ltombudsman.org/omb_support/training/norc-curriculum)
- ▶ Administration for Community Living (ACL) Minimum LTCOP Training Standards  
[https://ltombudsman.org/uploads/files/support/2019\\_LTCOP\\_Training\\_Standards.pdf](https://ltombudsman.org/uploads/files/support/2019_LTCOP_Training_Standards.pdf)
- ▶ Virtual Office Hour – LTCOP Training: Federal Minimum Standards and Best Practices (PPT)  
[https://ltombudsman.org/omb\\_support/training/virtual-office-hour](https://ltombudsman.org/omb_support/training/virtual-office-hour)

## Initial Certification Training Curriculum for Long-Term Care Ombudsman Programs

January 2025

The *Initial Certification Training Curriculum for Long-Term Care Ombudsman Programs* is a basic curriculum for initial certification training based on the requirements included in the Administration for Community Living (ACL) **Long-Term Care Ombudsman Program Training Standards**.

**NOTE:** The curriculum materials, including the introduction and planning documents, have been updated as of January 2025. Review the materials below to understand the revisions and learn about our NEW online course to compliment the original curriculum.

[On-Demand Training Center](#)

### Introduction and Planning Documents

- [Introduction and Overview](#)
- [2025 Revisions Chart](#)
- [Trainer Guide: What is NOT Included in the Online Course](#)
- [Preparation Checklist and Training Tips](#)
- [State-Specific Information to Include](#)
- [Links to Training Videos](#)
- [Glossary of Key Words \(Word\)](#)
- [Additional Resources \(Word\)](#)



**Questions?**

# Contact Information



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The National **Long-Term Care**  
**Ombudsman** Resource Center

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# Connect with us!

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 [ltcombudsman.org](https://ltcombudsman.org)

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

 The National LTC Ombudsman Resource Center

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