NORS TRAINING PART 1: The Three C’s

NORC WINC WEBINAR

September 15, 2011

Agenda

3:00 – 3:10  Welcome, Instructions, Overview of the Session, and Introductions of Speakers, Sara Hunt, NORC Consultant

3:05 – 3:10  Importance of Conducting NORS training, AoA’s Perspective, Louise Ryan, Aging Program Specialist for the Long-Term Care Ombudsman Program

3:10 – 3:15  WINC: What is WINC and what does it do? Shelley Hitt, Colorado State Long-Term Care Ombudsman and Chair of the NASOP WINC Committee

3:15 – 3:20  The Three C’s, Basic Principles

3:20 – 3:55  Quiz Answers and Dialogue

3:55 – 4:25  Questions and Dialogue

4:25 – 4:30  Summary and Closing