

New LTC Ombudsman State Certification Training

North Carolina Division of Aging and Adult Services
693 Palmer Drive, Raleigh NC
Taylor Hall Building
Conference Room 301

Monday: March 2nd, 2020

9:00AM—9:15AM	Welcome and Introductions <i>Victor Orija, State Long-Term Care Ombudsman</i>
9:15AM—10:15AM	The Long-Term Care Ombudsman Program <i>Victor Orija, State Long-Term Care Ombudsman</i> <i>Kendra Dixon, Ombudsman Program Specialist</i>
10:15AM-11:15AM	Types of Long-Term Care Facilities <i>Kathryn Lanier, Elder Rights Section Chief</i> <i>Division of Aging and Adult Services</i>
11:15AM—12:30PM	LUNCH BREAK
12:30PM—1:00PM	Overview of NC Division of Aging & Adult Services <i>Joyce Massey-Smith, Director</i>
1:00PM—2:00PM	Working with Facilities, Families, and Community <i>Victor Orija, State Long-Term Care Ombudsman</i> <i>Kendra Dixon, Ombudsman Program Specialist</i> <i>Renee Kea, Ombudsman Elder Rights Specialist</i>
2:00PM—5:00PM	Ombudsman Policy and Procedure <i>Victor Orija, State Long-Term Care Ombudsman</i> <i>Kendra Dixon, Ombudsman Program Specialist</i> <i>Renee Kea, Ombudsman Elder Rights Specialist</i>