

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

Tuesday: March 3rd, 2020

9:00AM—10:30AM	DHSR: Complaint Intake Unit and Healthcare Personnel Registry <i>Rita Horton, Section Chief</i> <i>Division of Health Service Regulation-Complaint Intake and Healthcare Personnel Registry</i>
10:30AM—11:30AM	DHSR: Adult Care Home Overview <i>Doug Barrick, Rules Coordinator</i> <i>Division of Health Service Regulation-ACLS</i>
11:30PM—12:30PM	LUNCH BREAK
12:30PM—1:30PM	Legal Issues-Authority, Powers of Attorney and Guardianship <i>Misty Piekaar-McWilliams, Legal Service Developer</i> <i>Division of Aging and Adult Services</i>
1:30PM—2:30PM	Adult Protective Services Overview <i>Sarah Smith, Adult Services Program Administrator</i> <i>Division of Aging and Adult Services</i>
2:30PM—4:00PM	Residents' Rights <i>Victor Orija, State Long-Term Care Ombudsman</i> <i>Renee Kea, Ombudsman Elder Rights Specialist</i> <i>Kendra Dixon, Ombudsman Program Specialist</i>
4:00PM—4:30PM	Diversity & Inclusion in Long-Term Care <i>Renee Kea, Ombudsman Elder Rights Specialist</i>
4:30PM—5:00PM	Aging Sensitivity <i>Kendra Dixon, Ombudsman Program Specialist</i> <i>Renee Kea, Ombudsman Elder Rights Specialist</i>