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

Thursday: March 5th, 2020

9:00AM—10:00AM  DHHS Hearing Office Overview NH and ACH Transfer/Discharge Procedures
                   Yvonne Smith & Carol DeOlloqui, Hearing Officers
                   Division of Medical Assistance—Hearing Office

10:00AM-11:00AM  DHSSR: Nursing Home Overview
                   Cindy Deporter, Branch Manager
                   Division of Health Service Regulation-NH Licensure

11:00AM—12:00PM  Mediation Skills
                   Victor Orija, State Long-Term Care Ombudsman
                   Kendra Dixon, Ombudsman Program Specialist
                   Renee Kea, Ombudsman Elder Rights Specialist

12:00PM—1:00PM   LUNCH BREAK

1:00PM—2:00PM    Mediation Skills Continued
                   Victor Orija, State Long-Term Care Ombudsman
                   Kendra Dixon, Ombudsman Program Specialist
                   Renee Kea, Ombudsman Elder Rights Specialist

2:00PM—4:00PM    Part II Mediation: Scenarios, Role Plays, and
                   Technique in Action
                   Victor Orija, State Long-Term Care Ombudsman
                   Kendra Dixon, Ombudsman Program Specialist
                   Renee Kea, Ombudsman Elder Rights Specialist

4:00PM—5:00PM    Community Advisory Committee
                   Victor Orija, State Long-Term Care Ombudsman
                   Kendra Dixon, Ombudsman Program Specialist