

# New LTC Ombudsman State Certification Training

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

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Thursday: March 5<sup>th</sup>, 2020

9:00AM—10:00AM	<b>DHHS Hearing Office Overview NH and ACH Transfer/Discharge Procedures</b> <i>Yvonne Smith &amp; Carol DeOlloqui, Hearing Officers Division of Medical Assistance—Hearing Office</i>
10:00AM-11:00AM	<b>DHSR: Nursing Home Overview</b> <i>Cindy Deporter, Branch Manager Division of Health Service Regulation-NH Licensure</i>
11:00AM—12:00PM	<b>Mediation Skills</b> <i>Victor Orija, State Long-Term Care Ombudsman Kendra Dixon, Ombudsman Program Specialist Renee Kea, Ombudsman Elder Rights Specialist</i>
12:00PM—1:00PM	<b>LUNCH BREAK</b>
1:00PM—2:00PM	<b>Mediation Skills Continued</b> <i>Victor Orija, State Long-Term Care Ombudsman Kendra Dixon, Ombudsman Program Specialist Renee Kea, Ombudsman Elder Rights Specialist</i>
2:00PM—4:00PM	<b>Part II Mediation: Scenarios, Role Plays, and Technique in Action</b> <i>Victor Orija, State Long-Term Care Ombudsman Kendra Dixon, Ombudsman Program Specialist Renee Kea, Ombudsman Elder Rights Specialist</i>
4:00PM—5:00PM	<b>Community Advisory Committee</b> <i>Victor Orija, State Long-Term Care Ombudsman Kendra Dixon, Ombudsman Program Specialist</i>