Outline for Ombudsman Training

I. History and Mission Statement

II. Program Structure
   A. Overview – Federal/State/Regional
      A. NACOG/Area Agency on Aging
      B. Elder Rights Unit
      C. Volunteer Handbook
      D. Volunteer Forms

III. Ombudsman Duties and Roles
   A. Review 5 roles of ombudsman
   B. Do’s and Don’ts
   C. Ethics/Confidentiality
   D. Records

IV. Long Term Care Settings
   A. Skilled Nursing Facilities
      1. Staffing
      2. Licensing
   B. Assisted Living Facilities
      1. Staffing
      2. Licensing
   C. Adult Care Foster Homes
   D. Surveys

V. Aging Process

VI. Resident Rights
   a. Skilled Nursing Facilities
   b. Assisted Living Facilities
   c. Resident’s Perspective

VII. Communication
a. Sensitivity Exercise
b. Case Scenarios

VIII. Problem-Solving
a. Investigation
b. Resolution
   i. Mediation
   ii. Community Resource Referral
   iii. APS Referral
   iv. DHS Referral
v. Benefits
c. Case Scenarios

IX. Documentation and Reports
a. Facility Visitation Log
b. Facility Case Reports

X. Wrap-Up – Questions
A. Field Visits