

CERTIFICATION TRAINING FOR CALIFORNIA OMBUDSMAN REPRESENTATIVES

SAMPLE AGENDA

<u>LENGTH</u>	<u>SESSION/TOPICS</u>
30 minutes	Introductions and Overview of Training and Requirements
1 hour, 15 minutes	Review of the Long-Term Care Ombudsman Program and Roles of Ombudsman Representatives
4 hours, 45 minutes	Residents' Rights
1 hour	The Aging Process
1 hour, 15 minutes	The Long-Term Care Setting
1 hour, 30 minutes	Paying for Long-Term Care
8 hours, 30 minutes	Problem Solving: Investigation (skills example with video, intake, meeting residents, interviewing, more practice, communication, ethical issues, observations and documents, analysis and documentation)
9 hours, 45 minutes	Problem-Solving: Resolution (analysis and planning, acting to resolve issues, resolution skills, follow-up, documentation, additional skills practice, application in other settings, other skills and information)
3 hours 45 minutes	Problem-Solving Application
3 hours 45 minutes	The Long-Term Care Ombudsman Role in Investigating and Reporting Abuse, Neglect, and Exploitation
TOTAL = 36 hours	