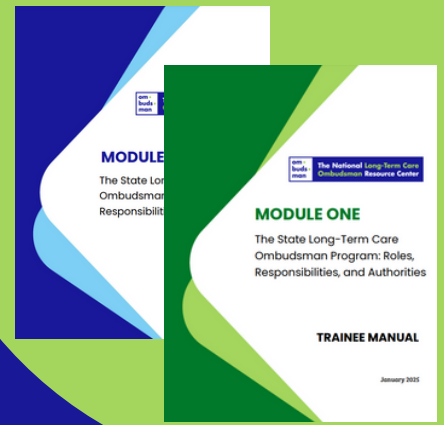
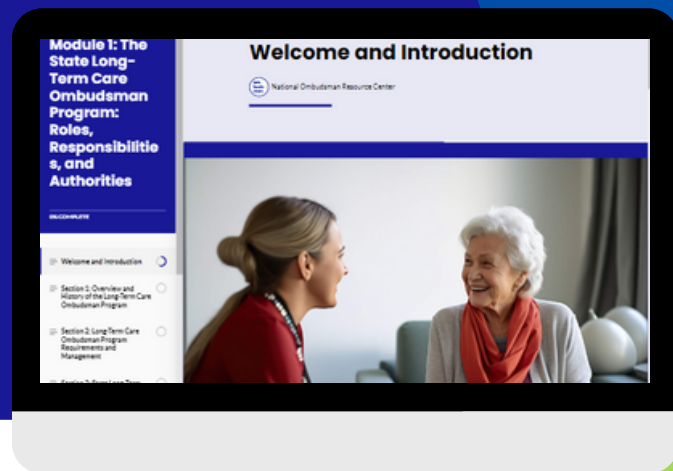


Initial Certification Training Curriculum

For Long-Term Care Ombudsman Programs



**TRAINING MATERIALS
&
ONLINE MODULES**



ABOUT

This is a basic curriculum for initial certification training based on the requirements included in the Administration for Community Living (ACL) [Long-Term Care Ombudsman Program Training Standards](#).



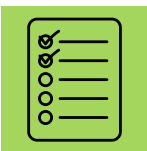
What is included?

The curriculum has ten modules and is available in two formats. The online version of the modules is intended to supplement the self-study portion of the training materials. The training materials include a Trainer Guide, Trainee Manual, PowerPoints for each module, an Introduction and Overview, Preparation Checklist and Training Tips, a List of State-Specific Information to Include, Links to Training Videos, and more.



Are they customizable?

Materials are available as PDF documents, Word, and PowerPoint formats so you can customize the materials to meet your needs and add state-specific information.



What is the plan?

Before using the curriculum, talk to your State Ombudsman.

**TO VIEW THE MATERIALS & ACCESS THE ONLINE MODULES, VISIT
[LTCOMBUDESMAN.ORG/OMB_SUPPORT/TRAINING/NORC-CURRICULUM](https://ltcombudsman.org/omb_support/training/norc-curriculum)**