

**THE NATIONAL LONG-TERM CARE OMBUDSMAN RESOURCE CENTER**  
**VOLUNTEER COORDINATORS' TRAINING CALL**

**“Balancing Volunteer Coordinator and Ombudsman Responsibilities”**

**June 4, 2009**  
**3:00pm ET/2:00pm CT/1:00pm MT/12:00pm PT**

**Outline:**

- I. Welcome and Introductions
- II. Review of Time Management Tips  
Milissa Lake Spencer, Ombudsman Specialist, NORC
- III. Strategies for Balancing Volunteer Coordination with Ombudsman Responsibilities  
Sam McCoy, Ombudsman Program Director, Uniontown, Ohio,  
Karen Guice, Ombudsman, Jefferson County Council on Aging,  
Inc., Birmingham, Alabama, and  
Eileen Bennett, Ombudsman, Montgomery County, Maryland.
- IV. Questions and Answers
- V. Closing

**Materials to review prior to the call:**

1. *A Self-Evaluation and Continuous Quality Improvement Tool for Local Long-Term Care Ombudsman Programs*, pages 11-17 and 27-30  
<http://www.ltombudsman.org/uploads/File/LocalPETool-Final.pdf>
2. Attached handout titled “20 Tips for Time Management”