

Additional Resources

Module 1

- Administration for Community Living - <https://acl.gov/programs/Protecting-Rights-and-Preventing-Abuse/Long-term-Care-Ombudsman-Program>
- National Ombudsman Resource Center - <https://ltcombudsman.org/>
- NORC library of resources for the State Long-Term Care Ombudsman Programs Rule https://ltcombudsman.org/library/fed_laws/ltcop-final-rule
- The National Consumer Voice for Quality Long-Term Care - <https://theconsumervoice.org/home>
- ADvancing States - <http://www.advancingstates.org/initiatives/long-term-care-ombudsman-resource-center>

Module 2

Dementia

- Alzheimer's Association - <https://www.alz.org/>
- NORC - <https://ltcombudsman.org/issues/dementia-care>

Mental Health

- NORC - <https://ltcombudsman.org/issues/mental-health-mental-illness>

Disabilities

- NORC - <https://ltcombudsman.org/issues/disabilities>

Module 3

Centers for Medicare & Medicaid Services

- Long-Term Care Facilities - <https://www.cms.gov/Regulations-and-Guidance/Legislation/CFCsAndCoPs/LTC>

Person-Centered Care

- NORC Resource - <https://ltcombudsman.org/issues/person-centered-care>
- LTC Informational Series Video 6 Effective Advocacy & Complaint Management for Residents. Southwestern Commission AAA, LTCOP, Sylva, North Carolina - https://youtu.be/8s7d1oE8_Q0?si=iw7B4Sfo5fpv_BEZ

Module 4

Centers for Medicare & Medicaid Services

- Long-Term Care Facilities - <https://www.cms.gov/medicare/health-safety-standards/conditionscoverage-participation/long-term-care>
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) - <https://www.cms.gov/medicare/health-safety-standards/conditionscoverage-participation/immediate-care-facilities>
- Critical Access Hospitals - <https://www.cms.gov/medicare/health-safety-standards/certificationcompliance/critical-access-hospitals>
- Nursing Homes - <https://www.cms.gov/medicare/health-safety-standards/quality-safetyoversight-general-information/nursing-homes>

Module 5

LTCOP Rule

- NORC Resources - https://ltcombudsman.org/library/fed_laws/ltcop-final-rule#norc-resources

Module 6

Infection Prevention – Flu, COVID-19, Viruses, and Other Health Issues

- <https://ltcombudsman.org/issues/infection-prevention-flu-viruses-and-otherhealth-issues>

Module 7

Discharge

- National Ombudsman Resource Center: Transfers and Discharges - <https://ltcombudsman.org/issues/transfer-discharge>
- Enhancing Your Advocacy Toolbox – Protecting Residents from Nursing Facility-Initiated Discharges - <https://ltcombudsman.org/uploads/files/support/enhancing-youradvocacy-toolbox.pdf>

Module 9

Abuse

- National Ombudsman Resource Center - <https://ltcombudsman.org/issues/abuse-neglect-and-exploitation-in-long-term-care-facilities#recognizing-abuse>
- Consumer Voice Fact Sheet Abuse, Neglect, Exploitation, and Misappropriation of Property - <https://ltcombudsman.org/uploads/files/issues/abuse-fact-sheet.pdf>

Module 10

NORS

- Training materials, frequently asked questions, and data - https://ltcombudsman.org/omb_support/nors