Building a Certified LTC Ombudsman Program

Presented by: Kathie J. Gately, BSW, Arkansas SLTCO,
• Structure

• Policy & Procedures
• Curriculum
• Classroom
• Exam
• Practicum
• Certification procedure
• Continued training
• Recertification requirements
Obtaining Team buy in

Bringing the Team together
Selling & promoting the Ombudsman concept

Sounds easy....right?

How to take a non-tangible service
to a vital tangible service

Who to sell to?
Maintenance & Repair

- Miscommunication
- Misunderstanding
- Misguidance
- Misrepresentation

- Screening
- Coaching
- Empowering
- Dipomacy
With a firm foundation, partnerships, dedicated workers, promotion, consistency and continued support our most valuable and vulnerable citizens will receive such a serious and treasured service…..

The Certified Volunteer LTC Ombudsman!