

Building a Certified LTC Ombudsman Program



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- 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

Celebrations Recognitions



Ombudsgrandbabies

Quarterly Trainings

Annual
Recognition
Banquet



Anniversaries

Ombudsgreat-grandbabies

Plaques, Trophies,
Medallions,
certificates and more



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!