NORS TRAINING PART III:
Verification, Disposition and Closing Cases

NORC WINC WEBINAR
February 1, 2012

Agenda

3:00 – 3:05 Welcome, Instructions, Overview of the Session, and Introductions of Speakers, Sara Hunt, NORC Consultant and Lori Smetanka, Director, National Long-Term Care Ombudsman Resource Center

3:05 – 3:10 Importance of Conducting NORS training, AoA’s Perspective, Louise Ryan, Ombudsman Program Specialist, Administration on Aging

3:10 – 3:15 WINC, Process of Updating NORS training and Responding to Questions, Shelley Hitt, Colorado State Long-Term Care Ombudsman and Chair of the NASOP WINC Committee

3:15 – 3:25 Basic Principles, Disposition Codes, and Quiz Tips, Sara Hunt

3:25 – 4:05 Quiz Answers and Comments, Presenters

4:05 – 4:25 Questions and Dialogue, Participants and Presenters

4:25 – 4:30 Summary and Closing