NORS TRAINING PART IV:

Ombudsman Activities

NORC WINC WEBINAR

March 7, 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  WINC, Process of Updating NORS training and Responding to Questions, Shelley Hitt, Colorado State Long-Term Care Ombudsman and Chair of the NASOP Working to Improve NORS Consistency (WINC) Workgroup

Importance of Conducting NORS training, AoA’s Perspective on Ombudsman Activities, Louise Ryan, Ombudsman Program Specialist, Administration on Aging

3:10 – 3:20  Annotated Activity Chart: Activities and Measures, Sara Hunt, Louise Ryan, and Patty Ducayet, Texas State LTC Ombudsman

3:20 – 4:05  Quiz Answers and Comments, Presenters

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

4:25 – 4:30  Summary and Closing