

Trainer Guide

What is **NOT** Included in the Online Course for the *Initial Certification Training Curriculum for Long-Term Care Ombudsman Programs*

This online course is *part* of the initial training process and does not meet minimum federal training requirements for certification on its own. It is intended to be used as self-study in coordination with the [full curriculum content](#), not to supplant it. The online course only includes information that is applicable to all states, as state programs are expected to add their state-specific information to the comprehensive curriculum.

To help you plan training, this document identifies the content that is not in the online course.

Email any questions to ombudcenter@theconsumervoice.org.

Key Points Applicable to All Online Modules

- **Key Words and Terms:** Trainees are asked to review the key words and terms from the comprehensive curriculum prior to starting each online module.
- **Content:** The online course is an abbreviated version of the full curriculum, so the content is not identical as the full curriculum is often more detailed.
- **Footnotes and Sources:** We could not include footnotes in the online course, so links to source materials are included in the *References and Resources* document at the end of each module.
- **Activities:** Activities from the full course that are best conducted in-person or in a group setting were not included in the online course. Some activities that are suitable for self-study were included. We encourage you to discuss or conduct the activities not included in the online course with trainees.

Individual Modules

| Module Number | Section Number | Activity/Information |
|---------------|----------------|---|
| Module 1 | Section 5 | Activity: Who Are We? |
| | | Functions, Responsibilities, and/or Duties chart |
| Module 2 | Section 2 | Common Myths and Stereotypes – Examples |
| | | Resident Demographic data |
| | | Events and Situations that Lead to Long-Term Care examples |
| Module 3 | Section 2 | Activity: Completing the My Personal Directions for Quality of Life document |
| | Section 4 | Trainers and trainees need to review the entire <i>Advance Planning and Third-Party Decision Makers</i> section in the main curriculum. |
| | Section 6 | Person-Centered Planning in Home and Community-Based Services |

| | | |
|-----------------------------|----------------------------------|---|
| Module 4 | Section 6 | Trainers and trainees need to review the entire <i>Residents' Rights in Residential Care Communities and the Regulatory Process</i> section in the main curriculum. |
| Module 5 | Section 2 | Activity: Role Play |
| | Section 3 | Activity: <i>Confidential or Not Confidential?</i> Only two of these scenarios are included in the course. |
| | | Activity: <i>What Would You Do?</i> Only one of the three scenarios are included in the course. |
| | Section 4 | Example: Rose |
| | | Example: Barry, situation 1 |
| Example: Barry, situation 2 | | |
| Module 6 | Section 3 | Video: Monkey Business Illustration |
| Module 7 | Section 3 | Figure 2: Complaint or Not a Complaint Chart |
| | | Video: How to Obtain Consent |
| | Section 4 | Example: Mr. Richards |
| | | Activity: Listening Self-Evaluation |
| | | Example: Mr. Farley |
| | Section 6 | Trainers and trainees need to review the entire <i>Common Complaints</i> section in the main curriculum. |
| Questions | Case Study: Mrs. Bronner's Purse | |
| Module 8 | Section 2 | Case Study: Mrs. Bronner's Purse |
| | | Example: Jessica |
| | Section 3 | Activity: Putting Your Negotiation Skills to the Test |
| | Questions | Case Study: Mrs. Bronner's Purse |
| Module 9 | Section 2 | Example: Jerry |
| | | Basic Discharge Complaint Investigation Checklist |
| | | Case Study: Ariella |
| | | Case Study: Noah |
| | | Case Study: Denny |
| | Case Study: Bernice | |
| | Section 3 | Example: Samantha |
| Example: No Authority | | |
| Module 10 | Section 3 | Video: How to Obtain Consent (Long-Term Care Ombudsman) |
| | | Fact or Opinion Questions |
| | | Activity: Role Play – Jo Phillips |
| | | Case Notes Checklist |