

Have you heard about...

Training the Ombudsman Resource Center can provide?

Do you need a presenter for your state conference or training via webinar for your Ombudsman program representatives? Contact NORC! The National Ombudsman Resource Center can provide training on select topics to Ombudsman programs.



2019 – 2020 TRAINING TOPICS:

- **Systems Advocacy:** It's More than Legislative Work
- **LTCOP Rule:** Supporting Person-Centered Advocacy - Complaint Investigations and Abuse Reporting
- **How NORC Supports Your Work:** Exploring the Website, Resources, and Discovering New Tools
- **LTCOP Advocacy:** Supporting LGBT Older Adults in Long-Term Care Facilities
- **Revised NH Regulations** and LTCOP Advocacy
- **Volunteer Management:** Recruitment, Screening, and Risk Management

NORC STAFF CAN PRESENT IN PERSON OR VIA WEBINAR

Select a training topic from the list and submit your request at *least eight weeks* prior to the proposed event so NORC can determine availability.

Programs are asked to help with travel expenses if the training is in-person.



Please send your training requests to ombudcenter@theconsumervoice.org