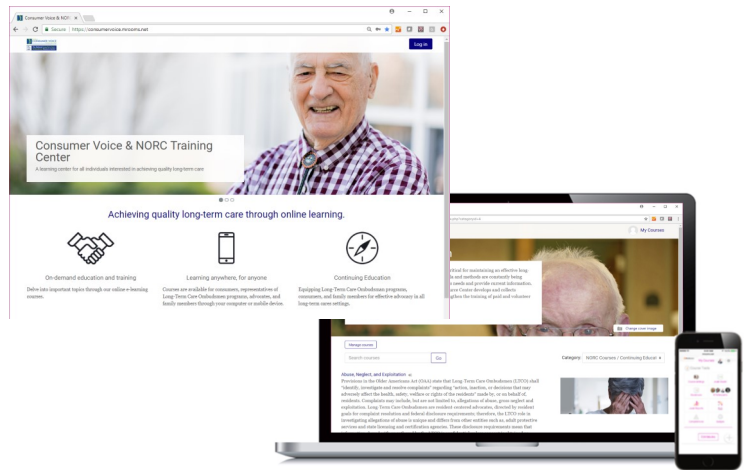


NEW CONSUMER VOICE AND NORC ON-DEMAND TRAINING CENTER!



www.consumervoice.mrooms.net

This on-demand education platform is a learning center for all individuals interested in achieving quality long-term care and is available through your computer or mobile device. The training center allows you to delve into important topics through online courses.

Courses are available for:



Consumers



Representatives of long-term care Ombudsman programs



Advocates



Family members

CONSUMER VOICE COURSES:

Focus on understanding federal regulations, policies, and advocacy strategies.

NORC COURSES:

Focus on Ombudsman program practices and advocacy. NORC created a continuing education course that Ombudsman programs can use for on-going education credits for their representatives. Individuals that complete the course will receive a certification of completion.

If you have any questions or need assistance accessing the Training Center, email info@theconsumervoice.org or ombudcenter@theconsumervoice.org.