



The National **Long-Term Care**
Ombudsman Resource Center



OFFICE HOUR

**LAST WEDNESDAY OF
EVERY MONTH**



*Launching the NEW NORC Website and Continuing
Education Courses*

July 29, 2026

Welcome

- ▶ This call is being **recorded**.
- ▶ Use the **chat feature** or **raise your hand to use audio** to submit comments or respond to questions from speakers or other attendees.
- ▶ Links to **resources** discussed will be shared in the chat box. Materials and the call recording will be posted on the NORC website.

▶ Agenda

- ▶ Brief review of federal minimum training standards and available training resources
- ▶ Website Walkthrough
- ▶ Overview of New Online Courses
- ▶ Discussion

Minimum Certification Training Standards

https://ltcombudsman.org/wp-content/uploads/2024/12/2019_LTCOP_Training_Standards.pdf

Minimum of 36 hours



Classroom 16–20 hours

Includes remote
Case studies
Role plays
Selective presentations by
other agencies



Independent Study Up to 7 hours or 20% for states with >36 hours

Includes homework



In the Field At least 10 hours

Structured tours
Shadowing
Meeting with Resident Councils
Other

▶ Annual Continuing Education

▶ **Minimum of 18 hours**

- ▶ Classroom
- ▶ In-facility training (e.g., shadowing)
- ▶ Web-based and self-learning



NORC Training

- ▶ Initial Certification Training (PDF and online course)
- ▶ Continuing Education
 - ▶ Office Hours (currently monthly, technical assistance and peer-to-peer learning)
 - ▶ Webinars (topical)
 - ▶ Online Training Center
 - ▶ State or Regional Training (by request virtually or in-person)
 - ▶ Training Materials
 - ▶ *NORS, Long-Term Care Ombudsman Casework: Advocacy and Communication Skills Training Kit, Working with Families: Tips for Effective Communication and Navigating Challenging Situations, Nursing Facility Discharges: Enhancing Your Advocacy Toolbox, Resident-to-Resident Mistreatment In-Service PPT and Guide*
- ▶ Ombudsman program training examples

► NORS! New FAQs and Technical Assistance

Wednesday, August 26, 2:00 – 3:00pm ET



► [Register!](#)



Connect with us!

-  ltcombudsman.org
-  ombudcenter@theconsumervoice.org
-  The National LTC Ombudsman Resource Center
-  @LTCombudcenter