Primary Resources

1. Esprit de Corps: Cultivating Unity in the Statewide LTC Ombudsman Program, a 1999 session report from a local ombudsman perspective

2. Strengthening the Connection Between State and Local LTC Ombudsmen, a recently revised NORC paper based on Esprit de Corps and the NALLTCO Tips for SLTCO; this paper provides guidance for SLTCO
Communication

Technical Assistance
- Clear expectations from the State office
- Necessary tools: policy and procedures, reporting guidelines, volunteer training manuals

Consultation
- Challenging cases—“gray” issues
- Reporting of abuse, neglect, and exploitation
- Complaints against an ombudsman
- Keeping State Ombudsman “in the loop”
Communication

Program Management

– Challenging decisions about volunteers
– Personnel
– Size of program
Support

– Complaints against an ombudsman
– Significant complaints or on-going issues in a facility
– Legal representation
– Visiting facilities together
– Statewide training
Connecting local ombudsmen to statewide program

- Involve local ombudsmen in statewide activities
- Identify strengths and interests
- Invite to serve on workgroups and task forces
- Encourage local ombudsman participation in systemic advocacy
- Statewide advocacy
- OAA reauthorization
Coordination

- Training
- Disaster preparedness and response

Lesson learned: SLTCO needs to determine what is negotiable and what is not

- Example: policy and procedure manual
- Example: volunteer report
1. NALLTCO Tips to State Ombudsmen (handout)

2. Texas Tips to Local Ombudsmen
   - Respect
   - Communicate
   - Understand the challenges of a SLTCO
   - Appreciate diversity
Table Top Exercises

- Tables assigned a number
- Select a reporter for each table
- 10 minute discussion at tables
- 2 minutes each for report