

## Long Term Care Ombudsman FY 08-09 Tier One Training

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This is introductory training for Area Agency on Aging staff and volunteers who work with the Long Term Care Ombudsman Program. Training hours are 8:30 AM—4:00 PM. There is no charge for this training but pre-registration is necessary. Space in this class is limited. If you need to cancel, please do so promptly to enable other potential participants to register and so that we have an accurate count for breaks and meals. NOTE: Additional Pilots and Backyards may occur. The Standardized Local Ombudsman Orientation must be completed by all registrants prior to attending. Contact your ROC for questions or information.

**Important Information:** Registration deadline is two weeks prior to the scheduled session. There will be no charge for cancellations made up to 72 business hours before each session. Cancellations received after the 72 hour deadline and registered no shows will be billed. A confirmation of your registration and directions will be mailed one week prior to the session. If you have questions, need special accommodations of any kind or desire a vegetarian meal, please contact Janet Neidig, Nancy Orłowski or Jackie Boxter at 717-541-4214 or email [janet@p4a.org](mailto:janet@p4a.org), [nancy@p4a.org](mailto:nancy@p4a.org), or [jackie@p4a.org](mailto:jackie@p4a.org).

### AGENDA

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- ◆ Welcome/Overview of the Session
- ◆ Orientation Review
- ◆ Communication Skills
- ◆ Confidentiality Issues
- ◆ Observation Skills
- ◆ How to Make Facility Visits
- ◆ Giving a Voice to Quality of Life
- ◆ When Questions and Concerns Arise
- ◆ Documentation Needs
- ◆ Review and Wrap-up/Evaluations

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### 2008-2009 TRAINING CALENDAR

**July 17**—Mountain View Care Center, Stafford Avenue, Scranton (*Backyard Session*)

**August 20**—Columbia Montour Area Agency on Aging, 702 Sawmill Road, Suite 201, Bloomsburg  
(This is a Backyard Session)

Continued—

**September 3**—Active Aging, 1034 Park Avenue, Meadville

**September 15**—Terry Reilly Center, 216 N. 12th Street, Pottsville

**Sept. 16**—Chester County Department of Aging, Government Service Center, 601 Westtown Road, Room 171, West Chester

**Sept. 23**—Southwestern PA Area AAAA, 305 Chamber Plaza, Charleroi (This is a Backyard Session.)  
— **New!!!!**

**Oct. 1**—Four Seasons Community Senior Center (Central Juniata EMS Building), HC 63, Box 48F, Mifflintown

**Oct. 20**—Delaware County Offices of Services for the Aging, 206 Eddystone Avenue, Eddystone (This is a Backyard Session.)

**Oct. 23**—Somerset County AAA, 1338 South Edgewood Avenue, Somerset

**Nov. 22**—Warren County AAAA, 905 4th Ave., Warren (This is a Backyard Session.) — **New!!!!**

**Dec. 8**—Pike County AAAA, 150 Pike County Blvd., Hawley — **New!!!!**

**Jan. 10**—Venango County AAAA, 1 Dale Ave., Franklin — **New!!!!**

**Jan. 30**—B/S/S/T AAA, 220 Main Street, Unit 2, Towanda — **CANCELLED!!**

**March 5**—Blair County Senior Services, 1320 12th Avenue, Altoona— **CANCELLED!!**

**March 25**—Monroe County AAA, 724 B Phillips Stroudsburg— **New Location!!**

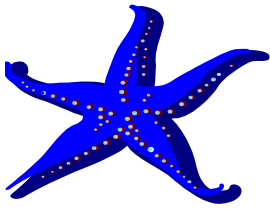
**March 31**—Cumberland County Office of Aging, 16 W. High St., Carlisle (This is a Backyard Session)—**New!!!!**

**April 1**—Allegheny County AAA, Inc., 441 Smithfield St., Pittsburgh (Pilot Session) **New!!!!**

**April 2**—Aging Services, Inc., 1005 Oak St., Indiana— **CANCELLED!!**

**April 2**—Clarion Senior Center, 516 Main Street, Clarion

**April 7**—Philadelphia Corporation for Aging, 642 N Broad Street, Philadelphia (This is a Backyard Session.)



Pennsylvania Department of Aging  
Pennsylvania Association of Area Agencies on Aging, Inc.

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## REGISTRATION FORM

**Workshop Hours: 8:30 AM—4:00 PM**

**Date of Session Attending:** \_\_\_\_\_

Contact: \_\_\_\_\_ E-mail: \_\_\_\_\_

Agency/Organization. \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

**Please Register the Following Participants:**

Name: \_\_\_\_\_ Staff/Volunteer

Name: \_\_\_\_\_ Staff/Volunteer

Name: \_\_\_\_\_ Staff/Volunteer

Name: \_\_\_\_\_ Staff/Volunteer

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**RETURN COMPLETED FORM TO P4A:**

525 S. 29th Street, Harrisburg, PA 17104  
Fax # (717) 541-4217 ♦ Phone # (717) 541-4214

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