



## **Ombudsman Training Curriculum**

### **Suggestions for inclusion**

#### **Prior to attending the training:**

- Complete volunteer application, interview and volunteer orientation for BIANC or Project STAR as applicable.

#### **Training Day 1**

##### **AM Session**

- Program Overview: What is the purpose of the Family Ombudsman and why is it a good idea.
- The Governors' Advisory Council on Brain Injury: What it is and how the Ombudsman fits into the picture. (Marilyn Lash or another key Council member)
- Confidentiality, Ethics and Boundaries: Exhibiting professionalism in the face of difficult situations.
- FCSO's: How does the Ombudsman fit into the existing information and referral structure.
- Making the Connection: How will the ombudsman make connections with families and persons with brain injury

##### **PM Session**

- Collecting Information: How it be used and why does it need to be collected. (Susan)
- Resource Referral: What services or supports do they need and where should they look for them. (Susan and/or Peggy)
- Using the Internet for education and referral: BIANC, Agency and service provider website overview. (Peggy)
- When a Call Comes in: Case Studies

#### **Training Day 2**

##### **AM Session**

- Educating the Community and Service Providers: The Ombudsman's roll in providing information and support to schools and residential facilities. (Susan and/or Peggy)
- Brain Injury and Advocacy in Public Schools: Exceptional Children's Assistance Center

##### **PM Session**

- Working with Residential and Long-term Care Facilities: NC Long-term care Ombudsman Program
- General discussion and questions.