

# Spring 2019 Ombudsman Certification Course



## Make a difference in the life of a resident living in a skilled nursing or assisted living community!

Alliance on Aging is hosting a **Spring 2019 Ombudsman Certification Course**

- ✓ Ombudsman make monthly, unannounced visits to residents in long-term care facilities
- ✓ Respond to, investigate, and work to resolve complaints
- ✓ Advocate for residents' rights
- ✓ Act to protect vulnerable residents from abuse and neglect
- ✓ Learn about residents' rights and long-term care services



### Course Information

**Time:** 9am-4:00pm  
**Dates:** Tuesday March 5  
Tuesday March 12  
Tuesday March 19  
Tuesday March 26  
Tuesday April 2  
Tuesday April 9  
**Location:** Alliance on Aging  
247 Main St.  
Salinas, CA 93901

**Call Ombudsman Program Manager Meggie Pina at 831-655-7563 for the application and course registration information**

