

**NEWS** from the North Dakota Department of Human Services  
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**FOR IMMEDIATE RELEASE**

**November 2, 2006**

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**Training for long-term care facility volunteers is Nov. 8 in Minot**

BISMARCK, N.D. – The Aging Services Division of the North Dakota Department of Human Services is holding a training November 8 for volunteers willing to help long-term care facility residents resolve concerns and exercise their rights. The training is for community long-term care ombudsmen volunteers. Potential volunteers are welcome. It will be held from 9:30 a.m. to 3:30 p.m. at North Central Human Service Center, 400 22<sup>nd</sup> Ave. N.W. in Minot.

"These community volunteers provide a valuable service to residents of long-term care facilities," said Aging Services Division Director Linda Wright. "By devoting a few hours each month, these volunteers make sure residents are aware of their rights and have an independent resource they can go to with any concerns."

Wright said community ombudsmen volunteers serve in a variety of settings including skilled nursing facilities, basic care facilities, assisted living facilities, and hospital swing bed, transitional and sub-acute settings.

Registration begins at 9 a.m. followed by training. Training topics include program information, the ombudsman role, the Long-Term Care Residents' Bill of Rights, and basic complaint handling skills. Participants will also discuss common scenarios and will receive additional information about the program, confidentiality requirements, and record keeping. Out-of-town volunteers will be reimbursed for travel costs incurred to attend.

**For information or to register, call training coordinator Bryan Fredrickson at 1-888-342-4900.** Fredrickson, a licensed social worker, is a Regional Long-Term Care Ombudsman.

More information about the program is available online at <http://www.nd.gov/humanservices>.

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