

## Work More Effectively with Your Ombudsman and Nip Complaints in the Bud



- Understand the state-mandated role of the Ombudsman
- Realize what the Ombudsman Can and Cannot Do
- Learn techniques for an effective partnership with the Ombudsman
- Recognize the benefits to you and your residents from such a partnership

**Speaker:** Lorie Eber, JD , State Certified Ombudsman,  
Council on Aging CEU Program Coordinator

**Date:** Wednesday, September 15, 2010  
**Time:** 9:00 am to 12:15 pm  
**Location:** Council on Aging - Orange County  
1971 E. 4th Street, Suite 200  
Santa Ana, CA 92705

**Accreditation:** Three (3) hours of continuing education units are available for:  
BBN Licensees (MFT, LCSW)-Provider No. PCE 2300  
BRN Licensees (RN, CNA, HHA)-Provider No. CEP 8029  
BVNPT Licensees (LVN)- (Provider No. CEP V10674)  
RCFE Administrators-Provider No. 1000319-740-2  
NHAP (skilled nursing home administrators)-Provider No. CEP 1610  
MCLE (attorneys) Provider No. 9835  
This organization follows CE guidelines specified in the CA Board of Accountancy Regulations.

**Cost:** \$45 (includes continental breakfast)  
**Reg. Deadline:** Friday, September 10, 2010  
**How to Register:** Complete attached registration form. Seating is limited.

### Questions?

Contact: Lorie Eber  
714-479-0107 ext. 263  
leber@coaoc.org



# Continuing Education Registration Form

**Work More Effectively with Your Ombudsman and Nip Complaints in the Bud**

### Continuing Education Information

3.0 CE Units will be offered for (please **circle**):

- LCSW**
- MFT**
- RN**
- LVN**
- MCLE**
- HHA**
- CNA**
- RCFE**
- NHAP**

This organization follows the CE guidelines specified in the California Board of Accountancy. **CPA**

**License Number:** \_\_\_\_\_

Please provide the following (legibly for certification purposes)

Name \_\_\_\_\_

Position \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

\_\_\_\_\_

Phone # \_\_\_\_\_

Email \_\_\_\_\_

### Date & Time:

Wednesday, September 15, 2010 : 9:00 am -12:15 pm

**Registration Deadline:** Friday, September 10, 2010

### Fee Information

- \$45 CEU Attendee\*
- \$45 NON-CEU Attendee\*
- \*includes certificate

### Location Information

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1971 E. 4th Street, Suite 200  
Santa Ana, CA 92705

### Questions?

Lorie Eber  
leber@coaoc.org  
714-479-0107 ext. 263



### Payment Options

- 1.) **By check:** Payable to "Council on Aging, Orange County" and mail completed registration form.
- 2.) **By credit card:**
  - a.) Fill information below and fax to 714-479-0234.
  - Or b.) Fill information below and mail to Council on Aging - Orange County (see above for full address).

Credit Card (please circle):                      Visa                      MasterCard

Account # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Card Holder Name: \_\_\_\_\_