



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Below are the links to complete the on-line training. Please be sure to complete each questionnaire and/or quiz at the end of each module. A notification will be sent once all modules have been completed. We are then able to schedule your classroom training. If you need assistance, please contact our Central Office 850-414-2323 or toll-free 1-888-831-0404 or the district office in your area.

Lesson 1: [Lesson 1: Introduction \(adobe.com\)](#)

Lesson 2: [Lesson 2: Residents' Rights \(adobe.com\)](#)

Lesson 3: [Lesson 3: The Work of an Ombudsman \(adobe.com\)](#)

Lesson 4: [Lesson 4: The Aging Process \(adobe.com\)](#)

Lesson 5: [Lesson 5: Common Issues in Ombudsman Work \(adobe.com\)](#)

Lesson 6: [Lesson 6: Protecting Confidentiality \(adobe.com\)](#)

Lesson 7: [Lesson 7: Communicating Effectively \(adobe.com\)](#)

Lesson 8: [Lesson 8: Summary \(adobe.com\)](#)