



# TIPS FOR USING THE NORC WEBSITE



The National Long-Term Care  
Ombudsman Resource Center

[www.ltcombudsman.org](http://www.ltcombudsman.org)

Email [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org) if you need help finding a resource or have information to share.

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## Map Pages: [http://theconsumervoice.org/get\\_help](http://theconsumervoice.org/get_help)



- Help the public find your program. Check out the map and make sure your state's information is correct.
- Send updates to [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).
- This information is transferred daily from the Consumer Voice database to the website and includes one stop shopping for consumers to get the contact information for ombudsmen, state units, licensing & certification agents, and citizen groups.

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## Support: [http://ltcombudsman.org/omb\\_support](http://ltcombudsman.org/omb_support)



- Need ideas for promotional materials? Click the button - "Program Promotion" under the support tab for examples of social media posts, annual reports, brochures, newsletters and other outreach.
- Need training examples? Click "Training" under the support tab. Here you will find NORS training, the NORC Curriculum, training programs and inservices, NORC trainings, conference calls and webinars.
- The support tab also includes information on program management, systemic advocacy, and volunteer management.

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## Issue Pages: <http://ltcombudsman.org/issues>



- Dealing with a specific issue? Use the issue pages to look for information and resources on a variety of topics.
- Issue pages include: Abuse and Neglect, Resident and Family Councils, Guardianship, LGBT Elders, Mental Health and Mental Illness, Nursing Home Closures, Transfer/Discharge, and much more!

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## The Library: <http://ltcombudsman.org/library>



- Use this part of the website as your filing cabinet. All updates from the resource center are available by clicking on the library button on the top toolbar.
- The library is organized by the following sections - Resource Center Updates, Government Reports, Federal Laws and Regulations, State Laws and Regulations, LTCOP Research, Resource and Reference Documents, Ombudsman Outlook, etc.

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## News and Press: <http://ltcombudsman.org/news>



- See your friends. "News and Press" can be found on the homepage and includes resources created by ombudsmen programs from around the nation as well as any advocacy work that has been highlighted by media outlets.
- Share your program's news, advocacy success, resources, and best practices with us by emailing [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).