

Help Voices Be Heard!

Listen with Empathy

Communicate with Diplomacy

Advocate for Quality of Life
and Quality of Care

Be a Volunteer Ombudsman.

The North Central Texas Area Agency on Aging needs committed volunteers to help protect the rights of nursing home and assisted living facility residents.

- Free Certification Course
- Hands-on Training
- Continuing Education
- Ongoing Support
- Flexible Hours



Initial Certification Online Training:
October 15, 2026 through January 7, 2027
One evening per week, 6:00 p.m. – 8:00 p.m., for 10 weeks
Followed by five hours of in-person training

For program information and application process, please contact:

Lisa Walker, Ombudsman Program Specialist

817-695-9172 LWalker@nctcog.org

*North Central Texas Area Agency on Aging
Long-Term Care Ombudsman Program
Serving the counties of:*

*Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto,
Parker, Rockwall, Somervell, and Wise*

www.nctcog.org/aging-services/older-adults

