

# 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:**

**February 29 through May 2, 2024**

**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](mailto: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](http://www.nctcog.org/aging-services/older-adults)**

