

OMBUDSMAN BIBLIOGRAPHY: TRAINING MANUALS

- Alaska Long Term Care Ombudsman, *Program Manual* (Dec. 10, 2004), online:
<www.icare.ws/modules/BestPracticesPersonnelHandbookOmbudsmen.pdf>.
- Commonwealth Ombudsman – Australia, *Good Practice Guide to Complaint Handling* (Jan. 21, 2003), online:
<www.ombudsman.gov.au/publications_information/Special_Reports/good_practice.pdf>.
- Georgia Long Term Care Ombudsman (LTCO), *Training Manual* (Jan. 21, 2003), online:
<www.ltcombudsman.org/ombpublic/49_506_1788.cfm>.
- I Care: Illinois Long Term Care Ombudsman, *Training Modules* (Dec. 10, 2004), online:
<www.icare.ws/modules/>.
- Illinois Department of Aging for Regional Long Term Care Ombudsmen, *Best Practices Personnel Handbook: Long Term Care Ombudsmen* (Dec. 10, 2004), online:
<www.icare.ws/modules/BestPracticesPersonnelHandbookOmbudsmen.pdf>.
- Illinois Long Term Care Ombudsman, *Training Modules* (Dec. 10, 2004), online:
<www.ltcombudsman.org/ombpublic/49_506_1789.cfm>.
- Misa Kelly, *The Nuts & Bolts of Ombuds Theory: Establishing a theoretical base for your budding practice*.
- Massachusetts Institute of Technology, *Mediation Training Manual* (Dec. 10, 2004), online:
<web.mit.edu/mediation/www/trainresources.html>.
- National Long Term Care Ombudsman Resource Center, *Comprehensive Curriculum Manual* (Dec. 10, 2004), online: <www.ltcombudsman.org/ombpublic/49_506_1789.cfm>.
- J. Maxwell (1994), Kent State University, Center for Applied Conflict Management, *Dispute mediation: A training manual* (Jan. 21, 2003), online:
<www.kent.edu/cacm/rdg_914.htm>.
- J. Melamed, The Mediation Center, Inc., *Mediation Training Manual* (Jan. 21, 2003), online:
<www.internetmediator.com/medres/pg1.cfm>.
- New York State Long Term Care Ombudsman Program, *Training Modules* (Dec. 10, 2004), online: <www.ombudsman.state.ny.us/Ombudsman/training.cfm>.
- Office of Health Care Ombudsman (Vermont), *Training Manual* (Jan. 21, 2003), online:
<www.hrh.org/reports/appendices02/toc-vt.pdf>.
- West Virginia Long Term Care Ombudsman, *Program Guidance* (Dec. 10, 2004), online:
<www.ltcombudsman.org/ombpublic/49_506_3137.cfm>.