

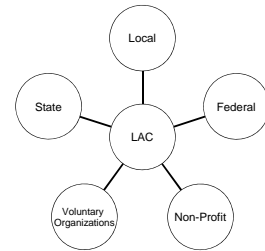
# Local Assistance Center (LAC)

## Community Ombudsman Training

LAC Just-In-Time Training

## Mission

- LACs provide a centralized location for services and resource referrals for disaster-caused needs, assistance and guidance following a disaster or significant emergency.



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## Community Ombudsman Position Description

- Inquire Information
  - Be aware and inquire from clients if they were being served in a professional manner.
  - Maintain quality assurances by moving throughout the LAC and interacting with the public.
  - Watch for unmet needs of those waiting, such as shade, water, or chairs, and communicate those needs to the LAC Facilities Manager.
- Assist
  - Coordinate with the Community Liaison to address community issues at the LAC.
  - Receive, investigate, and resolve resident issues.

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## Community Ombudsman Position Description

- Provide Information
  - Provide updates at staff and tenant meetings.
  - Inform staff and tenants of findings.
  - Update LAC Manager of findings.

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## Quick Tips

- Sign in
- Obtain Community Ombudsman Vest
- Check in with LAC Manager
- Through the LAC Manager, educate the staff to direct all issues of concern to the Community Ombudsman
- Review Community Ombudsman Checklist

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## Good Luck

- Remember, the Community Ombudsman is responsible for responding to questions and issues, and attempting to resolve situation to everyone's satisfaction.
- Try to be impartial and respect the interest and rights of all parties involved.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

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