

LONG TERM CARE OMBUDSMAN PROGRAM Kentucky_State Ombudsman Responsibilities to District Ombudsman	DAIL – LTCOP – 16.10
Effective Date: December 30, 2009 Revised Date: January 4, 2016 Review Date: July 1, 2017	<p style="text-align: right;">Page 1 of 1</p>

Policy Statement:

The KLTCO shall strive to have trained and experienced ombudsman at the local level to assist residents of long-term care facilities with complaint resolution and maintaining quality of life.

Legal Authority: OAA § 712(a) (3) (F)
45 CFR §1324.13

Procedure: The KLTCO shall provide to District LTCOs:

- (1) Certification training and ongoing training in accordance with 910 KAR 1:210 Section 8
- (2) Program management and development to enable the District LTCOP to fulfill the Program Components;
- (3) Technical assistance and supervision as needed related to complaint handling and other LTCO services;
- (4) Timely review, comment and approval of the AAAIL Area Plan, LTCOP section; and
- (5) Program and fiscal monitoring and evaluation of the local and statewide LTCOP