**Policy Statement**
Regional Ombudsmen are established to assist the Kentucky Long Term Care Ombudsman (KLTCO) in the statewide administration and guidance of the long-term care ombudsman program.

**Legal Authority:** 910 KAR: 210 Sections 3 and 8

The regional ombudsman report directly to the Kentucky Long Term Care Ombudsman and have the following specific responsibilities.

**Procedure:**

1. Provide technical assistance within the geographic area assigned related to Ombudsmanager Data System, consultation, training and resources; including the required twenty-four (24) hours of initial certification training for new DLTCO.
2. Receive, investigate and resolve complaints when necessary, including complaints received regarding DLTCO.
3. Assist with other trainings when appropriate and approved.
4. Attend at least one (1) advisory council meeting per year for each district, as required by contract.
5. Obtain copies of each district’s advisory council meeting minutes.
6. Review quarterly each district program within assigned geographic area, a sample of Ombudsmanager Data System inputted cases and program activities. Follow up with each district ombudsman for corrections.
7. Validate facilities have been visited at least quarterly.
8. Provide information to the public about the issues of long-term care residents when appropriate.
9. Perform other job duties as required by the Kentucky Long-Term Care Ombudsman.
10. Perform yearly monitoring of District LTCOP.