

<b>LONG TERM CARE OMBUDSMAN PROGRAM</b> <b>Specific Responsibilities of the District</b> <b>Ombudsman Program</b>	<b>DAIL – LTCOP – 16.21</b>
<b>Effective Date: December 30, 2009</b> <b>Revised Date: July 1, 2017</b> <b>Previous Revision: January 4, 2016</b>	<p style="text-align: right;"><b>Page 1 of 2</b></p>

**Policy**

The long-term care ombudsman program is responsible for promoting and advocating for quality care in long-term care facilities. The ombudsman work to protect the rights of individuals residing in these facilities.

**Legal Authority:** 910 KAR 1:210 Section 5  
OAA Chapter 712, section 5 subsection B

The District Ombudsman Program shall be responsible for the following specific responsibilities:

**Procedure:**

- (1) Represent all long-term care residents within the assigned geographical area residing in long-term care facilities.
- (2) Assure resident’s rights are upheld and promote and advocate for quality care in long-term care facilities by providing in service and training on residents rights to staff, resident councils and family councils.
- (3) Promote citizen involvement in order to assure regular visitations especially for those residents without available family or friends by:
  - (a) Conducting community awareness events; and
  - (b) Participating in and presenting information about the Ombudsman Program to various community and civic organizations.
- (4) Investigate and work to resolve complaints on behalf of long-term care residents.
- (5) Prepare and submit reports for any request of information in a format and time frame provided by DAIL and/or the Kentucky Long-Term Care Ombudsman (KLTCO).
- (6) Advise the public about the availability of current State, Local, and Federal inspection reports, statements of deficiency and plans for correction for individual long-term care facilities in the area.
- (7) Publicize the existence and function of the local and KLTCO Program by participating in community education events, health fairs, local coordinating councils on elder abuse and multi-agency regional meetings.
- (8) Represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare and rights of the residents.
- (9) Organize and implement an active volunteer program.
- (10) Assist in the development of resident and family councils.
- (11) Sponsor community education and training programs to long-term care facilities, human service workers, families and the general public about

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long-term care and residents' rights issues; and provide education to the above entities on elder abuse awareness and prevention.

- (12) Attend required training and provide on-going in-service training for staff and volunteers of local programs.
- (13) Maintain records in accordance with Federal and State laws and DAIL procedures, including procedures to protect the identity, confidentiality and privacy of residents.
- (14) Submit all non-resident specific statistical and financial reports to the Area Agencies on Aging as required.
- (15) District Ombudsman have the right to enter a facility without prior notice, meet with one or more residents and observe the operation of the facility as it affects the resident.
- (16) Submit a copy of the Advisory Council Meeting minutes to the Regional Ombudsman.
- (17) Review facility bed-count within your geographical area and submit changes quarterly to the Regional Ombudsman.
- (18) Review and report inactive and new additional volunteers or changes in local program staff quarterly to the Regional Ombudsman.