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
(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.

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