

<b>LONG TERM CARE OMBUDSMAN PROGRAM Training</b>	<b>DAIL – LTCOP – 16.28</b>
<b>Effective Date: December 30, 2009 Revised Date: July 1, 2017 Previous Revised: January 4, 2016</b>	<b>Page 1 of 1</b>

**Policy Statement**

All Ombudsman representatives paid and volunteer shall be provided training to ensure knowledge of program requirements and how to address situations.

**Legal Authority:**

OAA § 712 (4) (A);  
910 KAR 1:210 Section 8

**Procedure**

- (1) Initial Certification Training for District Long-Term Care Ombudsman (DLTCO) and Certified Ombudsman shall complete a minimum of twenty-four (24) hours of training in the following areas:
  - (a) History and Role of the Long-Term Care Ombudsman Program
  - (b) The Aging Process
  - (c) Residents' Rights
  - (d) The Problem-Solving Process Investigation
  - (e) The Problem-Solving Process Resolution
  - (f) Long-Term Care Setting Characteristics
  - (g) Legal Issues
  - (h) Facility visitation
  - (i) Ombudsmanager Reporting System
  - (j) Volunteers & Friendly Visitors
  
- (2) DLTCO shall receive their training from the Regional Long-Term Care Ombudsman (RLTCO). Certified Volunteers shall receive their training through the DLTCO.
  
- (3) After initial training is completed, the candidate for Ombudsman shall take and pass a competency test covering the training components of the LTCOP with a minimum score of 80%.
  
- (4) Initial Training for Friendly Visitors: Persons seeking to become friendly visitors shall complete a minimum of two (2) hours classroom training. Additionally, candidates seeking to become friendly visitors shall participate in facility visitation(s) with the DLTCO, which shall include face-to-face resident conversation and interaction.
  
- (5) Continuing Education: Per 910 KAR 1:210, Section 8 (4) District Ombudsman shall attend, as provided, quarterly trainings.