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.