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| LONG TERM CARE OMBUDSMAN PROGRAM Introduction | DAIL – LTCOP – 16.1 |
| Effective Date: December 30, 2009 Revised Date: July 1, 2017 Previous Revision: January 4, 2016 | Page 1 of 1 |

Policy Statement

The Kentucky Long-Term Care Ombudsman Program (KLTCOP) is to work to improve the lives of all residents by enhancing the quality of life, improving the quality of care, protecting the individual rights and promoting the dignity of each resident that resides in a long-term care facility.

Legal Authority: OAA § 712 (U.S.C. 3058g) Older Americans Act of 1965 as amended

Procedure

The KLTCOP shall carry out the following activities:

- (1) Investigate and resolve long-term care facility residents' complaints;
- (2) Promote the development of citizens' organizations and train volunteers;
- (3) Identify significant problems by establishing a statewide reporting system for complaints, and work to resolve these problems by bringing them to the attention of appropriate public agencies;
- (4) Monitor the development and implementation of federal, state, and local long-term care laws and policies;
- (5) Gain access to long-term care facilities and to residents' records; and
- (6) Protect the confidentiality of residents' records, complainants' identities, and ombudsman files.