

<b>LONG TERM CARE OMBUDSMAN PROGRAM</b> <b>Certification of Long-Term Care Ombudsman</b>	<b>DAIL – LTCOP – 16.5</b>
<b>Effective Date: December 30, 2009</b> <b>Revised Date: January 4, 2016</b> <b>Reviewed Date: July 1, 2017</b>	<p style="text-align: right;"><b>Page 1 of 3</b></p>

**Policy Statement:**

The Kentucky Long-Term Care Ombudsman (KLTCO) certifies individuals as Certified Ombudsmen to represent and carry out the responsibilities of the Office of the Kentucky Long-Term Care Ombudsman.

**Legal Authority:** OAA § 712 (a) (5)  
45 CFR § 1324.13  
910 KAR 1:210

**Procedure:**

- (1) Criteria for Certification as an Ombudsman. To be designated as a Certified Ombudsman, an individual must:
  - (a) Have demonstrated capability to carry out the responsibilities and professional expectations of a Certified Long-Term Care Ombudsman (LTCO);
  - (b) Be free of un-remedied conflicts of interest;
  - (c) Meet the minimum qualifications for the applicable LTCO position;
  - (d) District Long-Term Care Ombudsman (DLTCO), Certified LTCO staff and volunteers to be certified or recertified shall complete classroom and field training provided by the DLTCO or KLTCOP, as applicable. To be certified the individual must satisfactorily complete and maintain the certification training requirements as specified in 910 KAR 1:210 Section 8.
  - (e) Be awarded a certificate, signed by the KLTCO;
  - (f) Satisfactorily fulfill LTCO responsibilities; and
  - (g) In order to continue to carry out his/her duties, each DLTCO and Certified LTCO volunteers and staff of the local program must be re-certified every two (2) years by the KLTCO as continuing to meet the program standards, and adheres to the Ombudsman Code of Ethics as a Certified Ombudsman. Certification and re-certification records are maintained by the DLTCO and the KLTCO. The DLTCO notifies the KLTCO within thirty (30) days of certification expiration that the re-certification process has been completed. Upon re-certification, the KLTCO issues a new certificate. The re-certification process must be completed within thirty (30) days of an ombudsman's certification expiration in order to maintain certification without interruption.
  - (h) The re-certification process requires an ombudsman have at least four (4) hours of continuing education training, have active status in the program, and a passing score on the re-certification test. The KLTCO will administer the re-certification test to the DLTCO. The DLTCO will administer the re-certification test to the certified volunteers and staff in

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their local programs and send completed exam, evidence of continuing education and active status to the KLTCO.

- (i) Each candidate seeking certification as Certified Ombudsman must provide; birth date, social security number, and current and verified address to the DLTCOP and/or Area Agency on Aging and Independent Living (AAAIL).
  - (j) DLTCO shall provide KLTCO with a copy of the completed certification packet. The certification packet shall include the birth date, social security number, certification test, verification of on site facility visit(s), and all required background checks.
- (2) Minimum Qualifications for DLTCO. In order to qualify as a DLTCO, an individual must have:
- (a) An undergraduate degree from an accredited four-year college or university; or
  - (b) Equivalent years of experience in assessing and dealing with long-term care needs of the elderly, substituted at the discretion of the KLTCO
- (3) Requests for substitutions or variances related to minimum requirements for DLTCO must be made in writing and approved by the KLTCO prior to the hiring or promotion of the employee in question. Minimum Qualifications to qualify for a LTCO staff or volunteer position, are:
- (a) Completed two (2) years of undergraduate education; or
  - (b) Equivalent years of experience in assessing and dealing with long-term care needs of the elderly, substituted at the discretion of the Kentucky LTCO
- (4) Notification of Certification:
- (a) The District Ombudsman shall mail a copy of the individual's certification packet to the KLTCO.
  - (b) The KLTCO shall send written notification of an individual's certification as a LTCO to the DLTCO and Regional Long-term Care Ombudsman (RLTCO).
  - (c) The RLTCO shall input the certified individual into the ombudsman reporting system.
  - (d) The RLTCO notifies the District Ombudsman and the state office upon completion via email.
- (5) Notice of Re-Certification:
- (a) Each DLTCO, RLTCO, Certified Ombudsman, and KLTCO shall be recertified for service every two (2) years.

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- (b) Each candidate for re-certification shall have satisfactorily met the requirements as outline in this Standard Operating Procedure, and shall have verification of continued training as offered through the KLTCOP, or community education events.
- (c) Certified Ombudsman shall be verified as having active status in the LTCOP. Active status is defined as the Certified LTCO conducting facility visits, and /or program activities, each quarter as documented in Ombudsmanager.