

INTRODUCTION TO THE LONG-TERM CARE OMBUDSMAN PROGRAM (LTCOP) MANUAL

I. Preface

The Office of the State Long-Term Care Ombudsman (OSLTCO) issues the information contained in the LTC Ombudsman Program Manual to local LTC Ombudsman Program offices.

The purpose of the Program Manual is to serve as the primary LTCOP reference document for Area Agencies on Aging (AAA) and local LTC Ombudsman Programs. The Program Manual is the key tool to ensure consistency, quality standards, and implementation of laws, regulations, and policies by each local LTC Ombudsman Program operating under the jurisdiction of the OSTLCO. It is a “living” document, that is, a body of information that is revised, updated, and distributed to local LTC Ombudsman Programs by the OSTLCO. Local LTC Ombudsman Program Coordinators are responsible for maintaining updated copies of the Program Manual.

The LTC Ombudsman Program Manual provides:

- Primary policy and program guidance to local programs
- Detailed information related to operational and reporting requirements in the administration of local programs
- Reference to federal and state laws and regulations governing LTC Ombudsman Program activities and goals

II. Maintaining and Using the LTCOP Manual as a Primary Reference Tool

Local Program offices are required to inform staff and volunteers of the purpose and general content of the LTC Ombudsman Program Manual. The Manual should be identifiable, stored in a central location within the program office(s), and be readily accessible to program staff and volunteers for reference.

1. Responsibility

The Program Coordinator is specifically responsible for maintaining a current and accurate Program Manual for each location.

2. Chapters

Each page of the Program Manual identifies both the chapter number and page number. For example, page 7 of Chapter 3 is labeled as 3-7.

3. Dating and Updating Chapters

The month and year the chapter was written *or* was last amended will be indicated on the bottom right side of each page.

4. Exhibits

The Program Manual includes forms, sample documents, and other guidance materials. Exhibits that are referenced in Manual chapters are included at the end of each chapter.

5. Master Forms Index

An Index of Master Forms is included in the Manual. Forms are identified using standard OSTLCO numbers, located at the bottom left side of each form page. Local LTCOPs are expected to use these forms in the course of their daily work. **NOTE: Current Standard Form templates are available for download on the password-protected Coordinator page of the Department of Aging website: www.aging.ca.gov.**