

**WHAT DO LOCAL LONG-TERM CARE OMBUDSMEN NEED FROM THEIR
STATE LONG-TERM CARE OMBUDSMAN?
TIPS FROM THE
NATIONAL ASSOCIATION OF LOCAL LONG-TERM CARE OMBUDSMEN
PRESENTED BY DEBI LEE, CHAIR OF NALLTCO, OCTOBER 2005**

1. Establish strong LTCO Program policy and leadership backed by data. Don't assume that your local LTCO (LLTCO) know what the data is and what it does.
2. Offer frequent and collective meetings, accomplish meaningful and important work, even via teleconference.
3. Support and encouragement to participate in the national network of LLTCO. The exchange of information that is going on across or among LLTCO nationwide is as important to local ombudsmen as the information exchange across and among SLTCO is you.
4. Be the expert in long-term care and to share the information and your expertise with LLTCO.
5. Exert leadership at the state level with other agencies. Sometimes include and/or use LLTCO by asking a LLTCO to attend a meeting on behalf of the LTCOP.
6. Provide legal support for LLTCO.
7. Represent LLTCO at national training programs, network on behalf of LLTCO. Bring the information back and share it with LLTCO leadership.
8. Provide good, credible training for LLTCO.
9. Visit LLTCO in their offices (local).
10. Provide technology for LLTCO (or leadership in getting it) and the ability to share relevant information in a timely manner. Flag the information that is urgent so that LLTCO recognize it.
11. Be consistent in hiring and firing in LLTCOP. Although the LLTCO position often has entry level pay, it is not an entry level position. Establish a fair process to look into allegations against a LLTCO.
12. Handle the volunteer LTCOP the same way that paid ombudsman positions are handled (refer to #11).
13. Be very, very clear with the sponsoring agency of LLTCOP regarding what the responsibilities are. Don't leave the LLTCO to take on that battle alone. Stand up for what LLTCOP roles and/or rules are such as confidentiality of files.