

# **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 this Program Manual as primary program guidance to local LTCOPs.

The Program Manual is the key tool to ensure consistency, quality standards, and implementation of laws, regulations, and policies by each local LTCOP operating under the jurisdiction of the OSTLCO. It is a “living” document, that is, a body of information that the OSLTCO revises, updates, and distributes to local LTCOPs as needed to reflect changes in laws, regulations, and policies. Local LTCOP Coordinators are responsible for keeping informed of Program Manual updates.

The Program Manual provides:

- Primary policy and program guidance to local LTCOPs
- Detailed information related to operational and reporting requirements in the administration of local LTCOPs
- Reference to federal and State laws and regulations governing LTCOP activities and goals

## **II. Maintaining and Using the Program Manual as a Primary Reference Tool**

### **A. Local LTCOP Responsibility**

Local LTCOP Coordinators should inform staff and volunteers of the purpose and general content of the Program Manual. The updated electronic version of the Program Manual is posted on the Coordinator Resources Web page within the California Department of Aging (CDA) Web site – [www.aging.ca.gov](http://www.aging.ca.gov), but LTCOP Coordinators may also wish to maintain a paper copy within the local program office. If maintaining a paper copy of the Program Manual, the Coordinator must be careful to update each chapter when notified by the OSLTCO that a new version of the chapter has been posted.

### **B. Page and Chapter Identification**

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.

**C. Chapter Dates**

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

**D. Legal Authority**

Each chapter references the specific federal and State laws and regulations that apply to the topics covered in the chapter. Ombudsman representatives can access all current laws and regulations through the home page of the California State Office of Administrative Law (<http://oal.ca.gov>).

**E. Documents Referenced**

Each chapter of the Program Manual contains a list of forms, templates, and other documents referenced within the chapter. Local LTCOP Coordinators can find all referenced documents on the Coordinator Resources Web page at [www.aging.ca.gov](http://www.aging.ca.gov) .