

(A) Purpose

This program under the conveyance of the long-term care ombudsman is to:

- (1) Plan and provide community education programs and/or training events
- (2) Advocate
- (3) Investigate and resolve issues on behalf of individuals with questions or problems relating to nursing homes, assisted living, adult care centers and in-home services.
- (4) “Advocacy” means planning, preparing, and conducting community education programs, training events, and legislative and other public relations contacts; influencing the formation, implementation, and outcome of public policy affecting consumers; representing consumers, both individually and collectively, to effect a positive change.
- (5) “Core ombudsman services” means complaint handling; providing general information; providing advocacy services; providing public or community education and information; monitoring the implementation of laws; providing professional development for representatives of the office; establishing a presence in long-term care facilities with consumers and with long-term care providers; managing volunteer resources; program supervision; and program administration.

(B) Unit of Service

This service is cost reimbursed.

(C) Regulatory Compliance

Providers must ensure compliance with Rules 173-14-01 through 173-14-29.

(D) Consumer Contributions

This service is exempt from Rule 173-3-07 Consumer Contributions: Section (C) - Cost Sharing. The provider may solicit and accept voluntary contributions as outlined in Rule 173-3-07 Consumer Contributions: Section (B) – Voluntary Contributions.