

62A-3-203 Creation of Long-Term Care Ombudsman Program -- Responsibilities.

- (1)
 - (a) There is created within the division the Long-Term Care Ombudsman Program for the purpose of promoting, advocating, and ensuring the adequacy of care received, and the quality of life experienced by elderly residents of long-term care facilities within the state.
 - (b) Subject to the rules made under Section 62A-3-106.5, the ombudsman is responsible for:
 - (i) receiving and resolving complaints relating to elderly residents of long-term care facilities;
 - (ii) conducting investigations of any act, practice, policy, or procedure of any long-term care facility or government agency which it has reason to believe affects or may affect the health, safety, welfare, or civil and human rights of any elderly resident of a long-term care facility;
 - (iii) coordinating the department's services for elderly residents of long-term care facilities to ensure that those services are made available to eligible elderly citizens of the state; and
 - (iv) providing training regarding the delivery and regulation of long-term care to public agencies, local ombudsman program volunteers, and operators and employees of long-term care facilities.
- (2)
 - (a) A long-term care facility shall display an ombudsman program information poster.
 - (b) The division is responsible for providing the posters, which shall include the names and phone numbers for local ombudsman programs.

Amended by Chapter 31, 2006 General Session