



Illinois Long-Term Care Ombudsman Standards, Procedures and Practice Manual 2009

Chapter 400: Long-Term Care Ombudsman Program Service Delivery Standards

405: Issue Advocacy

- A. The Long-Term Care Ombudsman Program (LTCOP) shall assure that the interests of residents are represented to governmental agencies and policy-makers.
- B. Issues advocacy activities include, but are not limited to:
 - 1. educating advocacy groups, governmental agencies, and policy-makers regarding the impact of laws, policies, or practices on long-term care facility residents;
 - 2. seeking modification of laws, regulations, and other governmental policies and actions, pertaining to the rights and well-being of residents;
 - 3. facilitating the ability of residents, resident and family councils, and the public to comment on such laws, regulations, policies, and actions;
 - 4. developing or participating in a task force to study a long-term care issue;
 - 5. participating in a public hearing related to a long-term care issue;
 - 6. providing community education or information on a long-term care issue; and
 - 7. educating other aging services providers, advocacy groups, and the public on long-term care issues.
- C. The LTCOP and the Office may seek to resolve resident complaints through issue advocacy when:
 - 1. a complaint cannot be resolved due to a current law, policy, or practice;
 - 2. many residents share a similar complaint or are affected by a similar policy or practice; or
 - 3. other strategies to reach resolution with particular facilities or agencies have been unsuccessful.
- D. Regional LTCOPs shall:
 - 1. determine which issue advocacy activity to use by considering:
 - a. the potential impact of the activity on residents;
 - b. the most appropriate and effective method of addressing the issue;
 - c. the potential impact of the activity on the LTCOP; and
 - d. the possibility of joint efforts by the Area Agency on Aging (AAA), the provider agency, a relevant advisory council, resident councils, family councils, other advocacy organizations and/or residents and immediate family in the activity.

2. inform the AAA, provider agency, and the Office of plans to engage in the issue advocacy activity in advance and when possible, provide written testimonies; and
3. attempt to involve residents and families in the issue advocacy activity whenever possible.

E. The Office shall:

- C. inform the Director of the Illinois Department on Aging (IDOA), or his designee, of plans to engage in the issue advocacy activity in advance and when possible, provide written testimonies.
2. represent the interests of residents before government agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents;
3. review, and if necessary, comment on any existing and proposed laws, regulations, and other government policies and actions, that pertain to the rights and well-being of residents;
4. facilitate the ability of the public to comment on the laws, policies, and actions;
 - a. link regional LTCO and advocacy groups with mutual concerns or issues;
 - b. coordinate issue advocacy activities within the LTCOP;
 - c. develop and implement advocacy priorities and strategies;
 - d. provide a clearinghouse on state and national long-term care issues;
 - e. identify and meet, to the extent possible, resources and training needs of LTCOs and others related to issue advocacy; and
 - f. provide training and technical assistance to AAAs, provider agencies and others in the aging network regarding the Office's role in issue advocacy and the issue advocacy priorities as determined by the Office and Regional LTCOPs.