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**Subject:** Updated FAQ About the Long-Term Care Ombudsman Program

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**November 22, 2016**

## **Updated FAQ About the Long-Term Care Ombudsman Program**

ACL is sharing an updated frequently asked questions (FAQ) to assist State Agencies on Aging, States' Long-Term Care Ombudsman Programs, and other entities that work with Ombudsman programs with implementation of the [State Long-Term Care Ombudsman Programs Rule](#).

The new questions cover ombudsman authority to resolve complaints about the guardian or other representative of a resident, conflicts of interest of supervisors, intake processes to handle inquiries, appropriateness of people conducting ombudsman program activities, ombudsman program staff with professional licensing requirements, and court orders to disclose ombudsman program information.

For the detailed responses, [see the updated FAQ for the Long-Term Care Ombudsman Program](#).

**Please note: Effective July 1, 2016, 45 CFR 1327 was renumbered in the Code of Federal Regulations as 45 CFR 1324.**

If you have questions or comments, email [LTCOmbudsman.Rule@acl.gov](mailto:LTCOmbudsman.Rule@acl.gov). We will get back to you promptly, and we may include your questions in the next update of the FAQ.

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