



Health and Human Services
Agency
**California Department of
Public Health**



Gavin Newsom
Governor

Erica Pan, MD, MPH
State Public Health Officer & Director

May 8, 2026

AFL 26-14

TO: Skilled Nursing Facilities (SNFs)
Intermediate Care Facilities (ICFs)

SUBJECT: Long-Term Care (LTC) Ombudsman Program Poster

AUTHORITY: Welfare and Institutions Code (WIC) section 9718
Health and Safety Code (HSC) section 1422.6
Title 22 California Code of Regulations (CCR) section 8010
Title 42 Code of Federal Regulations (CFR) section 483.10(g)(4) and 483.10(g)(5)

All Facilities Letter (AFL) Summary

This AFL notifies SNFs and ICFs of the requirements to display the new Long-Term Care (LTC) Ombudsman Program poster. The State LTC Ombudsman Program is shipping posters to each facility in May 2026.

Background

The State LTC Ombudsman Program has prepared a poster, titled "LTC Ombudsman Program," for SNFs and ICFs to prominently display in the facility. SNFs and ICFs must immediately display the posters to fulfill the requirements in Title 22 CCR section 8010 and WIC section 9718. These requirements are essential for ensuring residents and their families are aware of their rights and have direct access to advocacy services granted under state and federal law. Posters will be shipped directly to each facility in May 2026.

HSC section 1422.6 requires SNFs and ICFs to post a copy of the poster/notice in at least four areas of the facility:

- One location that is accessible to members of the public
- One location that is used for employee breaks
- One location that is next to a telephone designated for resident use
- One location that is used for communal functions for residents, such as for dining or resident council meetings and activities

Action Items for Facilities

Facilities must ensure the following actions are completed:

- **Immediate Posting:** Display the LTC Ombudsman Program posters as soon as possible upon receipt.

- Required Locations: Display the posters in prominent and accessible areas such as:
 - Facility entrance/lobby
 - Resident common areas
 - Staff break rooms or bulletin boards
- Visibility Standards: The poster must not be obstructed or altered. It must clearly show the contact information for the facility's local Ombudsman representative.
- Requesting Copies: If facilities need additional copies or translations, please contact the local LTC Ombudsman program for free printed versions.

Facilities will receive an email from the State LTC Ombudsman, which will also include the contact information for their local Ombudsman Program.

If you have questions, please contact the LTC Ombudsman Program by calling Area Agencies on Aging at 1-800-510-2020 or by selecting your county on the California Department of Aging's Find Services in My County webpage.

Sincerely,

Original signed by Mandi Posner

Mandi Posner
Deputy Director

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