

ANNUAL REPORT

FFY
2025



ALASKA
LONG TERM CARE
OMBUDSMAN

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Message from the Long-Term Care Ombudsman

At the heart of the Long-Term Care Ombudsman (LTCO) program is a simple but powerful vision: that every senior living in long-term care enjoys dignity, respect and the highest quality of life. Our team's mission is to stand as a voice for residents – protecting their rights, health, and safety while ensuring that residents' concerns are heard and addressed.

We advocate for residents' rights, empower residents to voice their concerns, and support residents by investigating and resolving complaints. In federal fiscal year (FFY) 2025, our team and dedicated volunteers worked tirelessly to turn our vision into reality.

We conducted 811 unannounced visits to skilled nursing facilities and assisted living homes across Alaska – building trust with residents, monitoring their conditions and advocating for residents where they live. These visits are more than a program requirement; they are a promise that our seniors are not forgotten.

In FFY 2025, our team resolved 327 complaints and provided over 1900 instances of information, assistance, guidance and consultation to support residents, families, and community members. We supported 63 resident and family councils to empower seniors to speak up, share concerns, and recommend solutions that influence the care they receive.

This work is not done alone. It is a shared commitment – by our staff, volunteers, residents, families, guardians, care providers, partner agencies and community advocates – to ensure that every senior in Alaska is treated with respect and compassion. Together, we are making a difference, one conversation, one visit and one resolved concern at a time.

Join us in this mission – whether by volunteering or simply learning more about the rights of residents in long-term care, your involvement matters. Visit our website at www.akoltco.org or contact our office to find out how you can help make a lasting impact.

Thank you for being part of this journey.

Stephanie Wheeler

Stephanie Wheeler, PhD.
Alaska State Long-Term Care Ombudsman



Mission & Core Values

Mission

The Long-Term Care Ombudsman program (LTCOP) is mandated by the Older American's Act and state law to provide resident centered advocacy designed to protect the rights, health, safety and welfare of Alaskans living in skilled nursing facilities and assisted living homes.



What We Do

The LTCOP advocates for residents of nursing homes, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and affect change at the local, state, and national levels to improve the quality of life and care for all individuals receiving long-term care.

All services provided by the LTCOP are free and confidential

WHAT WE DO

WHEN TO CALL A LTC OMBUDSMAN

Provide information and assistance	To report problems or concerns
Educate about resident rights and empower with self-advocacy	To get information about long-term care
Investigate complaints	If an older Alaskan is being discharged from a facility against their wishes
Visit residents ages 60 and older	To ask for help addressing systemic issues
Advocate to improve quality of life	To volunteer as a LTC Ombudsman Representative

Meet the Team



Advocating Across Alaska: Our Statewide Presence



The Office of the Long-Term Care Ombudsman covers 560,000 miles, in 27 communities across the state.

20 Skilled Nursing Facilities (SNF)

830 SNF Beds

794 Assisted Living Homes (ALH)

5135 ALH Beds

Source: State of Alaska Residential Licensing, January 2026.

Projected: Construction is currently underway for an 80-bed, 92,000-square-foot Skilled Nursing Facility, which is expected to be completed in 2027. *Source: Alaska Native Tribal Health Consortium, 2026*

Testimonials:

"The Ombudsman's role is vitally important to our State – everyone working there is truly a joy to work alongside and I love that we can work collaboratively to improve the care of our State's recipients of care" -Agency Partner

"What wonderful work you do and with so much passion and care" -University of Alaska Anchorage Professor

"The services, support, help, attention and warm caring counsel we received from the State of Alaska's Office of the Long-Term Care Ombudsman has been the most helpful experience any of us have ever known from any State agency representative in or outside of Alaska" -Skilled Nursing Facility Resident Legal Representative

"I reluctantly emailed the Ombudsman seeking assistance but was overwhelmed by the immediate and positive assistance provided. Within mere hours, the facility had found an appropriate private room, brought Mom to the room for her approval, and made the move." -Assisted Living Home Resident Family Member



Assistant LTC Ombudsman,
Christina Meas, in
Utqiagvik, AK

Program Activities

LTC Ombudsmen work at the direction of the resident, ensuring their voice leads every decision. Often, concerns can be resolved simply by providing information, guidance, and support – but when challenges arise, LTC Ombudsmen step in as negotiators, facilitators, mediators and trusted advocates. When communication breaks down between residents and care providers or even between residents and family members, LTC Ombudsmen work to restore understanding and make sure the resident's perspective is heard and respected.

This is more than problem-solving; it is about protecting dignity and fostering empowerment. Every conversation, informal or formal resolution, contributes to a greater purpose: enhancing the quality of life and care for residents who call long-term care home. Through this work, LTC Ombudsmen help transform care environments into places where residents feel valued, heard and supported; a place where residents call home.

In FFY 2025, the program:

Provided information and assistance 1903 times to residents, family members, concerned individuals, etc.	567 times to long-term care facility staff	Information and Assistance Providing information on issues impacting residents, such as resident rights, and/or providing assistance to access services.
Conducted visits to long-term care facilities 811	Conducted quarterly visits 30	
Attended Family Council meetings 13	Attended Resident Council meetings 63	
Participated in Community Education Outreach Activities 34	Engaged in Interagency Coordination Activities 343	

Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program worked to resolve

327

complaints initiated by residents, their families, and other concerned individuals



complaints resolved or partially resolved to the satisfaction of the resident or complainant

Top Five (5) Complaints

A complaint is an expression of dissatisfaction or concern brought to, or initiated by, a representative of the LTCOP which requires Ombudsman program investigation and resolution on behalf of one or more residents of a long-term care facility.

Skilled Nursing Facility (SNF)

Quality of Care	#1
Autonomy, Rights & Choices	#2
Admission, Transfer, Discharge & Eviction	#3
Financial, Property	#4
Systems & Others (non-facility)	#5

Assisted Living Home (ALH)

Admission, Transfer, Discharge & Eviction	#1
Autonomy, Rights & Choices	#2
Quality of Care	#3
Financial, Property	#4
Systems & Others (non-facility)	#5

Complaint Definitions:

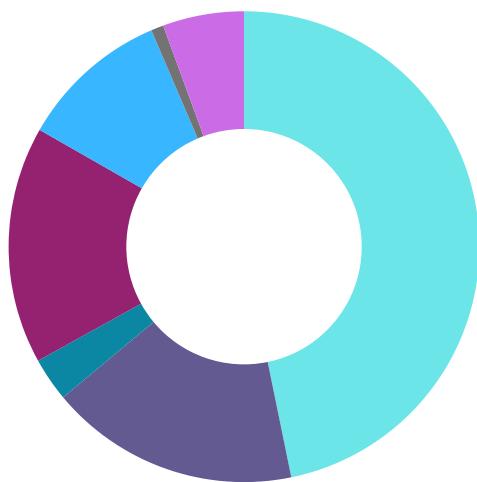
Admission, Transfer, Discharge & Eviction	Resident receives a discharge notice and does not want to leave the facility, resident discharged without receiving proper notice; this can also include issues with room assignments and changes.
Autonomy, Rights & Choices	Includes the resident being treated with rudeness, indifference, or insensitivity. This also includes the resident's rights or other preferences not being honored or respected.
Financial, Property	Incorrect billing for services or raising rates without notice. Loss or mismanagement by the facility of a resident's money or property.
Quality of Care	Includes response times or failure to respond, hygiene care not provided, medication errors, and failure to follow the care plan.
Systems & Others (non-facility)	Includes concerns the resident representative or family member interferes with the resident's decision making and preferences related to welfare, safety or rights. This also includes problems with services provided to a resident from an individual or entity not associated with the facility.

Complaint Data & Outcomes

The Long-Term Care Ombudsmen investigate and resolve complaints related to the health, safety, welfare and rights of seniors who reside in long-term care. Ombudsmen serve as a confidential and impartial advocate. They help residents and their representatives to navigate complex care situations ensuring that complaints are addressed effectively.

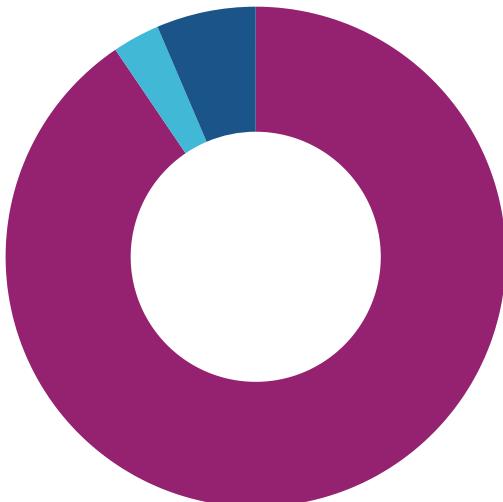
The complaints received by the LTCOP may come from residents themselves, the residents' representatives or other members concerned about the care of a resident; however, the Ombudsman only investigates a complaint if consented to by the resident. In FFY 2025, residents filed nearly 50% of complaints received by our office, and representatives filed 17% of the complaints received by our office. Of the 327 complaints investigated, 91% of complaints were partially or fully resolved to the residents' satisfaction in FFY 2025.

Who Filed Complaints



- Residents 46.8%
- Resident representative, friend or family 17.2%
- Facility Staff 16.3%
- Representative of other agency 10.3%
- Unknown Person 5.6%
- Ombudsman Program 3%
- Concerned Person 0.9%

Outcome of Complaints



- Partially or fully resolved to the satisfaction of the resident representative or complainant 90.5%
- Not resolved to the satisfaction of the resident, resident representative or complainant 6.4%
- Withdrawn or no action needed by the resident, resident representative or complainant 3.1%

Case Study: A Resident's Right to Preferred Communication

An assisted living home resident relied on a simple video communication device in their private room to stay connected with family and to maintain a sense of safety. The device was a straightforward, familiar comfort and an important lifeline to the resident, especially on days when they felt isolated from their family. What began as an uncomplicated way for the resident to stay connected with family, quickly shifted as the facility questioned whether it aligned with regulatory standards.

The facility informed both the resident and their guardian that video monitoring devices were prohibited under federal regulations. When the guardian asked for documentation, the only material provided was a general fact sheet about surveillance cameras. Despite this, the facility removed the device without the resident's consent.

Through prior visits to the assisted living home, the guardian had become aware of the Long-Term Care Ombudsman program (LTCOP) and reached out for guidance. After reviewing the situation, the LTC Ombudsman was able to confirm that no federal or state regulation prohibited a resident from choosing to use their personal device in their own private space. Once this clarification was shared with the facility, the device was returned.

Unfortunately, the issue resurfaced shortly after a housemate had entered the resident's room without permission. Rather than using the incident to address opportunities for enhanced supervision or safeguards to prevent similar incidents from occurring again in the future, the facility cited the incident as another reason the device could not be permitted. This again prompted the guardian to contact the LTC Ombudsman.

The LTC Ombudsman discussed solutions that worked to balance shared privacy within the facility with the resident's autonomy. Although the solutions addressed the concerns without taking something important away from the resident, the facility leadership remained hesitant and continued referencing policy concerns that did not apply.

The resident expressed their desire to use the device for simple communication. It was their right to use the device in a private room, as long as reasonable privacy considerations for others were in place. After some persistence, the facility leadership had ultimately decided to contact their licensing specialist and was able to confirm the information that had been shared with them. With this confirmation, the device was returned to the resident.



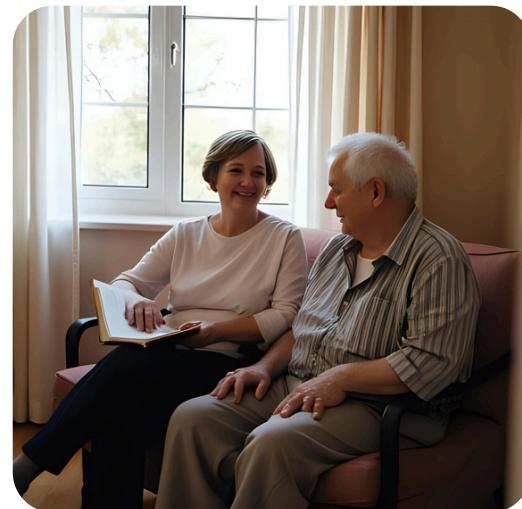
This case shows how easily residents' rights can be compromised when information is not accurate, and how important it is for families to know where to turn for advocacy. Without the guardian reaching out to the LTC Ombudsman, the resident's belongings, autonomy, privacy, dignity, and access to meaningful communication could have been unnecessarily restricted. When more families know we are available, they can feel more confident that we can help protect their loved one's choices and rights.

Case Story: Advocating for a Resident's Right to Choice

During a routine visit to an assisted living home (ALH), the LTC Ombudsman met a resident who expressed a strong attachment to their current residence and staff. When asked about friends or family, they mentioned having a friend who is their power of attorney (POA), but they indicated that the POA often takes excessive control over the resident's finances and decision-making. At the resident's request, the LTC Ombudsman contacted the POA, who stated they were planning to move the resident to a new location closer to them. When the LTC Ombudsman inquired if the resident had expressed a desire to move, the POA responded that the resident had not. The POA asserted they knew what was best for the resident and claimed that the current home did not provide the care the resident required. The POA also stated they believed the resident was not capable of making their own decisions. When asked about any diagnosis of dementia or other cognitive decline, the POA confirmed there was none. The LTC Ombudsman reminded the POA that the resident is still their own decision-maker and has the right to choose where they live. The POA was told that the resident had informed the LTC Ombudsman and others that they were happy in their current home and did not want to move. The POA expressed displeasure and stated they would pursue guardianship through the courts.

Approximately a week later, the LTC Ombudsman received a call from the ALH administrator, who was distressed and explained that the resident was being removed from the home against their will by their POA. Staff members had tried to intervene but were unsuccessful. The police department was contacted and subsequently reached out to the POA. It was revealed that the POA had already taken the resident to a different assisted living home where they had arranged for the resident to stay temporarily. The police informed the resident's POA that they needed to return the resident to their original ALH. Once the resident was returned, the LTC Ombudsman was able to visit them. The resident was very upset about the situation; they expressed that they loved their current home so much that they "want to die there."

About a week later, the LTC Ombudsman received a follow-up call from the POA. The POA provided their perspective, stating they were acting in the resident's best interest. The LTC Ombudsman reiterated that the resident has the right to live where they choose, regardless of the POA's opinion about the resident's care. The POA again stated they planned to file for guardianship. To date, no guardianship petition has been filed, and the resident reports that the POA has "left them alone" regarding any plans to move. The resident continues to thank the LTC Ombudsman at each visit for advocating for their right to remain in the home they love.



Case Story: Ensuring Continuity of Care

A resident living in a skilled nursing facility contacted the LTCOP through his family representatives. They expressed a concern about the handling of the resident's personal mail, noting that the resident had received mail that had already been opened by the facility staff. Additionally, they raised concerns about the residents' Medicaid renewal status, which raised fears of losing coverage and being able to remain in their facility.

The LTC Ombudsman met with the resident and his representative to discuss these issues. To address the mail handling concern, the LTC Ombudsman requested a care conference with facility staff. During the meeting, the resident was provided with a copy of the facility's mail handling policy, which confirmed that residents have the right to privacy and to receive their mail unopened. The resident was reassured that, moving forward, their mail would be delivered unopened and in a timely manner.

The LTC Ombudsman also followed up with the Division of Public Assistance to verify the status of the resident's Medicaid coverage. Working collaboratively with the state team, the LTC Ombudsman helped to resolve the issue promptly, ensuring that the resident's Medicaid coverage continued without interruption.

Through these actions, the LTC Ombudsman protected the resident's right to privacy and helped secure his Medicaid benefits. The resident and his family expressed their sincere gratitude for the LTC Ombudsman's assistance.

What is a person-centered approach?

A person-centered approach focuses on the resident and supports them in making choices and having control of their daily life. Person-centered approach is an important component in residents' right to care and services to attain or maintain the highest practicable physical, mental and psychosocial well-being.

A LTC Ombudsman can maximize resident participation by:

- Offering privacy to speak with the resident alone;
- Discussing the complaint with the resident (and/or resident's representative) in order to:
 - Determine the perspective of the resident;
 - Request informed consent in order to investigate the complaint;
 - Determine the wishes of the resident with respect to the resolution of the complaint;
 - Disclose information to the facility and/or outside agencies;
 - Advise the resident of their rights;
 - Work with the resident to develop a plan of action for the resolution of the complaint;
 - Determine whether the complaint can be verified; and
 - Determine whether the complaint is resolved to the resident's satisfaction.

Long-Term Care Ombudsmen Representatives (Volunteers)

LTC Ombudsmen Representatives (volunteers) are essential to the LTCOP and make an enormous impact on the lives of seniors across Alaska. This year, our volunteers collectively donated more than 354 hours, visiting 22 long-term care facilities and contributing to 183 facility visits statewide.

Their work took many forms including, advocating for residents, helping resolve concerns, participating in resident council meetings, and establishing family councils. Several volunteers also represented the program at community events, raising awareness about the LTC Ombudsman's role and how it serves Alaska's seniors.

Beyond advocacy, our volunteers build genuine relationships. They help residents feel seen, heard, and connected to their communities. That connection extends outward as well; volunteers strengthen the ties between long-term care facilities and the broader communities they serve.

This is what volunteering is about: giving time, sharing skills, and creating environments where seniors are treated with dignity and compassion. We are deeply grateful for everything our volunteers contribute to the LTCOP mission.

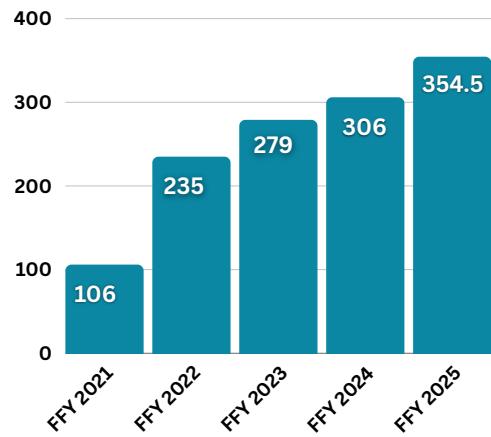
Volunteers in Action

During a recent visit to a long-term care facility, one of our amazing volunteers stopped to chat with a group of residents. They shared how ongoing renovations were making it harder to get around and were causing extra stress for many residents.

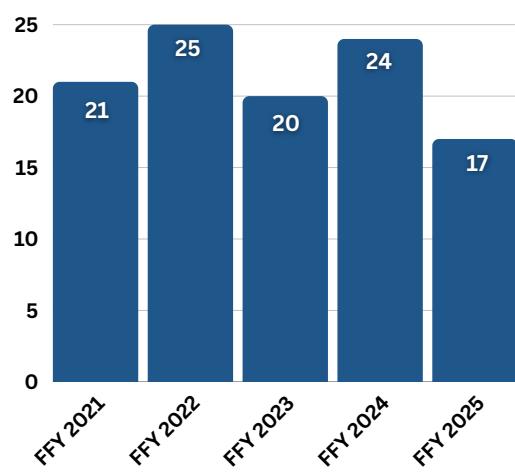
The volunteer took the time to listen, walked the route firsthand to better understand the impacts, and follow up with the staff. While the situation couldn't be resolved right away, the conversation helped bring more attention to how the changes were affecting daily life. The volunteer was able to ensure steps were taken to better support residents, including offering additional staff assistance and mobility aids during the transition.

It's a reminder that advocacy doesn't always mean big actions. Sometimes it's simply showing up, listening and making sure voices are heard.

Number of Volunteer Hours



Number of Volunteers



Deputy LTC Ombudsman, Alvin Ancheta, and LTC Ombudsman Representative, Sharon Falconer.

Long-Term Care Ombudsmen Representatives (Volunteers)

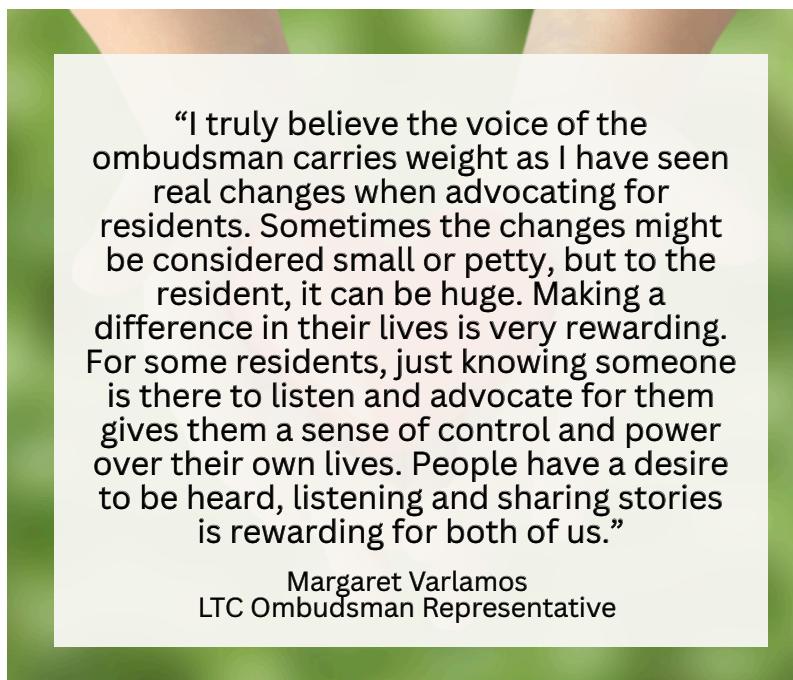
LTC Ombudsman Representatives are the heart of our program - visiting residents, listening to their concerns, and helping protect their rights. Here's what the role involves:

- **VISIT** older Alaskans, 60 years of age and older, who live in assisted living or skilled nursing homes.
- **ADVOCATE** for the rights and well-being of older Alaskans living in long-term care.
- **EMPOWER** and support older Alaskans to advocate for themselves.
- **SUPPORT** residents and families navigating concerns, transitions and conversations with staff.
- Assist older Alaskans to **RESOLVE** issues and concerns.

LTC Ombudsman Representative Requirements:

- Complete 18 hours of classroom training and 6-10 hours of facility visits with staff.
- Complete one (1) visit a month and submit a report in a timely manner.
- Give a 1 year commitment.

Call 1-800-730-6393 or visit akoltco.org/volunteer for information and how to apply



LTC Ombudsman Representative, Raymond Miller, and a resident of Timber Creek Senior Living



Deputy LTC Ombudsman, Alvin Ancheta, and LTC Ombudsman Representative, Cortney Bramwell, at a community event

Thank you to our amazing volunteers:

Brandon Lowe
Cortney Bramwell
Darcey Sharp
Dr. Deborah
Jana Howard
Janet Long
Karl Reiche
Laurie Ann Lavigne

Martina Tassie
Sarah Runck
Margaret Varlamos
Mel Langdon
Monica Schwingendorf
Raymond Miller
Sharon Falconer
Sharon Wells
Holly Payne

Systems Advocacy

One of the many responsibilities assigned to the State Long-Term Care Ombudsman (SLTCO) is to promote systems change to address the quality of life for residents of long-term care. Here are a few highlights from FFY 2025:

- State Funding Request approved for FFY 2026: The SLTCO requested and received state funding from the 2025 Alaska Legislature to hire a permanent full-time Assistant LTC Ombudsman position. This new position will help us to better serve residents in long-term care.
- The SLTCO supported and submitted comments on House Bill 73/Senate Bill 76 relating to complex care residential homes. The intention of this bill is to improve Alaska's system of care for individuals with complex behavioral health, co-occurring medical and disability related needs, including seniors in long-term care who may face these challenges.
- The SLTCO attends the quarterly meetings of the Alaska Commission on Aging (ACoA). The SLTCO provides updates on the activities of the LTCOP and collaborates with ACoA on public policy updates.
- The SLTCO participates in the quarterly Consumer Protection Roundtable meetings to learn about the latest scams or bad practices of businesses along with other consumer protection issues facing seniors in Alaska. The SLTCO also discusses ways that we can partner together to educate the community about fraud/scams.
- The SLTCO serves on the newly formed Adult Protective Services Multi-Disciplinary Team (MDT). The MDT will be a key resource to address and solve problems relating to the most complex cases of abuse, neglect and exploitation. The MDT is comprised of various state and local agencies designed to provide and promote coordination and information sharing.
- The SLTCO attends the quarterly statewide coalition meetings for the Alaska Dementia Action Collaborative and participates in the data sub-committee. This group highlights the growing needs of Alaskans affected by Alzheimer's Disease and Related Dementias and advocates for ways to improve awareness, prevention and care for individuals experiencing dementia.
- The SLTCO attends the Brain Injury Council of Alaska. This group provides input into the State Plan on Brain Injury. The SLTCO also learns about the latest projects in Alaska that address the issue of brain injury; or activities that provide education and information relating to brain injury including trends and data about seniors.



Assistant LTC Ombudsman, Kerri Tanner, at the 2025 Military Appreciation event on Joint Base Elmendorf-Richardson in Anchorage

Strengthening Our Work in FFY 2026

Training a new Assistant Ombudsman: In FFY 2025, the LTCOP was granted funding by the State of Alaska to hire one permanent full-time assistant ombudsman position. In FFY 2026, the LTCO program will focus on recruiting, hiring and training a new Assistant LTC Ombudsman.

Advocacy for Residents: Ombudsman programs serve as advocates for residents in long-term care facilities, ensuring their rights and welfare are protected. The LTCOP will continue to advocate for the rights of seniors in long-term care.

Problem Resolution: The LTCOP will ensure complaints or concerns relating to the health, safety and welfare of residents are addressed in a timely manner; and 90% of complaints are resolved to the satisfaction of the residents.

Partnership Engagement: The LTCOP will continue to strengthen relationships with local, state and national partnerships.

Systems Advocacy: The LTCOP will continue to participate in state and national efforts to improve long-term services and supports to seniors.

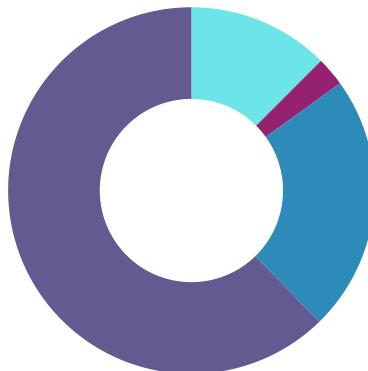
Volunteer Engagement: Volunteers extend the capacity of the LTCOP by visiting and supporting residents in long-term care facilities to ensure residents receive high quality care. For FFY 2026, the LTCOP's goal is to recruit five (5) new volunteers across Alaska.

Support of Resident and Family Councils: The role of the LTCOP with resident and family councils is to support the development of these councils and ensure they are effective. The LTCO program will continue to provide resources and training to help residents and family members understand their rights and responsibilities and to effectively advocate for themselves or their loved ones.

Training and Support: The LTCOP will ensure that every team member and volunteer continues to receive training and support that will enhance their skills and knowledge. All new ombudsmen and volunteers are required to complete an initial 36 hours of training and thereafter, are required to complete 18 hours of recertification training annually.

How Are Ombudsman Services Funded?

Funding for our Office comes from the federal Older Americans Act (OAA) – Title III and Title VII and from the State of Alaska. We are grateful for this support as we continue our efforts to safeguard residents' rights and improve our services to all seniors living in long-term care.



- State General Funds \$664,088
- OAA Title III - State Level \$241,406
- OAA Title VII - Chapter 2 \$133,210
- OAA Title VII - Chapter 3 \$27,285

Code of Ethics



The Ombudsman provides services with respect for human dignity and the individuality of the client, unrestricted by considerations of age, social or economic status, personal characteristics, or lifestyle choices.



The Ombudsman respects and promotes the client's right to self-determination.



The Ombudsman makes every reasonable effort to ascertain and act in accordance with the client's wishes.



The Ombudsman acts to protect vulnerable individuals from abuse and neglect.



The Ombudsman safeguards the client's right to privacy by protecting confidential information.



The Ombudsman remains knowledgeable in areas relevant to the long-term care system, especially regulatory and legislative information, and long-term care service options.



The Ombudsman acts in accordance with the standards and practices of the Long-Term Care Ombudsman Program, and with respect for the policies of the sponsoring organization.



The Ombudsman will provide professional advocacy services unrestricted by his/her personal belief or opinion.



The Ombudsman participates in efforts to promote a quality, long-term care system.



The Ombudsman participates in efforts to maintain and promote the integrity of the Long-Term Care Ombudsman Program.



The Ombudsman supports a strict conflict of interest standard that prohibits any financial interest in the delivery or provision of a nursing home, board, and care services, or other long-term care services that are within their scope of involvement.



The Ombudsman shall conduct themselves in a manner that will strengthen the statewide and national ombudsman network.

Protecting Resident Rights

A resident has the right to file complaints with any individual or agency and recommend changes in policies, home rules, and services of the home without intimidation, retaliation, or threat of discharge.

A resident may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age, or sex.

A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment, or disciplined in any way.

A resident shall be treated with respect.

A resident has the right to self-determination and choice.

A resident shall have access to a telephone in the home to make calls in private.

A resident has the right to receive and send mail.

A resident has the right to practice the religion or faith of their choice, or not to practice any religion or faith.

A resident has the right to manage their own financial affairs.

A resident has the right to communicate privately with and access the long-term care Ombudsman.

A resident has the right to access, review and request corrections to the resident's record.

A resident shall be free from restraints.

A resident has the right to privacy of self and possessions.

A resident has the right to visit with family and friends.

A resident has the right to access the internet.

A resident has the right to participate in activities inside and outside of the facility.

A resident has the right to decide how they will be cared for and to receive all the services agreed upon in their plan of care or approved support plan.

Notes



Contact Us:



3745 Community Park Loop Suite 200
Anchorage, AK 99508



907-334-4480 or 1-800-730-6393



akoltco@alaska.gov



www.akoltco.org



www.facebook.com/AKOLTCO



www.instagram.com/akoltco

