



GEORGIA LONG-TERM CARE OMBUDSMAN PROGRAM POLICIES AND PROCEDURES
TABLE OF CONTENTS

PART I	INTRODUCTION TO THE LONG-TERM CARE OMBUDSMAN PROGRAM	
CHAPTER 100	GENERAL	
CHAPTER 200	DEFINITIONS	
PART II	ADMINISTRATION OF THE LONG-TERM CARE OMBUDSMAN PROGRAM	
CHAPTER 100	PROGRAM STRUCTURE	
CHAPTER 200	DESIGNATION AND WITHDRAWAL OF DESIGNATION OF OMBUDSMAN PROGRAMS AND OMBUDSMEN REPRESENTATIVES	
201	DESIGNATION OF OMBUDSMAN PROGRAMS	
	201.1	Criteria for designation as a provider agency
	201.2	Process for designation of a provider agency, where the Department of Human Services Office of the State Long-Term Care Ombudsman contracts directly with a provider agency
202	WITHDRAWAL OF DESIGNATION OF OMBUDSMAN PROGRAMS	
	202.1	Criteria for withdrawal of designation
	202.2	Process for withdrawal of designation of a Long-Term Care Ombudsman provider Agency
	202.3	Voluntary withdrawal of a provider agency
	202.4	Continuation of Ombudsman Representative services
203	DESIGNATION OF LONG-TERM CARE OMBUDSMEN REPRESENTATIVES	
		Page 1
		Page 1
		Page 2
		Page 4
		Page 4
		Page 5
		Page 5
		Page 5
		Page 7

	203.1	Criteria for designation as an Ombudsman Representative	Page 7
	203.2	Minimum qualifications for Long-Term Care Ombudsman Representative Coordinators	Page 7
	203.3	Minimum qualifications for staff Ombudsman Representatives	Page 8
	203.4	Minimum qualifications for volunteers	Page 8
	203.5	Provider agency process for hiring Long-Term Care Ombudsman Representative staff	Page 9
	203.6	Requests for substitutions or variances	Page 9
	203.7	Certification of formerly certified Ombudsman Representatives from Georgia or from another state	Page 10
	203.8	Notification of designation	Page 11
	203.9	Continuing certification	Page 11
204	REFUSAL TO DESIGNATE, SUSPENSION OF DESIGNATION, OR WITHDRAWAL OF DESIGNATION OF AN INDIVIDUAL AS A LONG-TERM CARE OMBUDSMAN REPRESENTATIVE		Page 12
	204.1	Criteria for refusal to designate, suspension of designation, or withdrawal of designation of an individual as an Ombudsman Representative	Page 12
	204.2	Process for refusal to designate, suspension of designation, or withdrawal of an individual as an Ombudsman Representative	Page 13
205	STATE LONG-TERM CARE OMBUDSMAN (SLTCO) AUTHORITY AND RECONSIDERATION		Page 15
	205.1	Refusal to designate, suspend designation or de-designate reconsideration	Page 15
	205.2	The SLTCO has the sole authority to stay or suspend the designation and de-designation decision	Page 15
	205.3	The SLTCO has the sole authority to set a time frame for the reconsideration	Page 15
	205.4	The SLTCO has the sole authority to affirm or rescind the designation decision	Page 15
CHAPTER 300	<u>ROLES AND RESPONSIBILITIES IN ADMINISTERING THE PROGRAM</u>		
301	THE STATE AGENCY		Page 1
	301.1	The State Agency responsibilities	Page 1
302	ADVISORY COUNCIL OF THE OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN		Page 3

	302.1	Advisory Council responsibilities	Page 3
303	STATE LONG-TERM CARE OMBUDSMAN		Page 4
	303.1	General responsibilities of the State Ombudsman	Page 4
	303.2	State Ombudsman responsibilities to long-term care residents	Page 6
	303.3	State Ombudsman responsibilities to Ombudsmen Representatives	Page 8
	303.4	State Ombudsman responsibilities to the provider agency	Page 9
304	AREA AGENCY ON AGING		Page 10
	304.1	Area Agency on aging responsibilities	Page 10
305	PROVIDER AGENCY		Page 11
	305.1	Provider agency responsibilities	Page 11
306	LONG-TERM CARE OMBUDSMAN REPRESENTATIVE		Page 13
	306.1	Ombudsman Representative general responsibilities	Page 13
	306.2	Ombudsman Representative Coordinator responsibilities	Page 14
	306.3	Responsibilities of staff and volunteers not designated as Ombudsman Representatives	Page 15
CHAPTER 400	<u>CONFLICTS OF INTEREST</u>		
401	IDENTIFYING THE CONFLICT		Page 1
	401.1	Definitions of conflict of interest	Page 1
	401.2	Organizational conflicts	Page 2
	401.3	Individual Ombudsman Representative conflicts	Page 3
402	REMEDYING CONFLICT		Page 6
	402.1	General	Page 6
	402.2	Remedying organizational conflicts	Page 6
	402.3	Remedying individual Ombudsman Representative conflicts	Page 8
403	PROCEDURES TO AVOID CONFLICTS OF INTEREST		Page 9
	403.1	Persons seeking certification as Ombudsman Representative	Page 9
	403.2	Persons seeking to become Volunteer Visitors	Page 10
	403.3	Ombudsman Representative involvement in activities	Page 10

404	FAILURE TO IDENTIFY OR REMEDY A CONFLICT OF INTEREST	Page 11	
CHAPTER 500	<u>CONFIDENTIALITY AND RELEASE OF LONG TERM CARE OMBUDSMAN INFORMATION</u>		
501	ACCESS TO LONG TERM CARE OMBUDSMAN INFORMATION	Page 1	
	501.1	State Ombudsman access	Page 1
	501.2	Ombudsman Representative access	Page 1
	501.3	The State Agency, and provider agencies	Page 2
	501.4	Access to Ombudsman Representative Aggregate Information by All Other Persons or Entities	Page 2
	501.5	Duty of Ombudsman Representative Coordinator to Maintain Ombudsman Representative Records	Page 3
	501.6	Maintaining Security and Confidentiality of Information	Page 4
502	REQUESTS FOR INFORMATION RELATED TO SPECIFIC CASES	Page 5	
	TABLE II-A: “Long-Term Care Ombudsman Records: Source of Request”		Page 6
	TABLE II-B: “Long-Term Care Ombudsman Records: Type of Request”		Page 8
CHAPTER 600	<u>LEGAL COUNSEL FOR THE LONG-TERM CARE OMBUDSMAN PROGRAM</u>		
601	ADEQUATE LEGAL COUNSEL	Page 1	
602	PROVISION OF LEGAL COUNSEL	Page 1	
	TABLE II-C: “Legal Counsel”		Page 2
603	OBTAINING LEGAL COUNSEL	Page 2	
	603.1	Office of the State Long-Term Care Ombudsman	Page 2
	603.2	Ombudsman Representative	Page 3
	603.3	Area agencies on aging and provider agencies	Page 4
CHAPTER 700	<u>LIABILITY</u>		
701	IMMUNITY FROM LIABILITY	Page 1	
702	LIABILITY INSURANCE	Page 2	
CHAPTER 800	<u>INTERFERENCE AND RETALIATION</u>		
801	INTERFERENCE AND RETALIATION PROHIBITED	Page 1	
802	PROCEDURES FOR REPORTING INTERFERENCE OR RETALIATION	Page 2	

CHAPTER 900	<u>GRIEVANCE PROCEDURE</u>		
901	GENERAL		Page 1
902	GRIEVANCE INTAKE AND RESPONSE		Page 2
	TABLE IX-A: “Responsibility for Grievance Intake”		Page 3
903	CONFIDENTIALITY		Page 4
	TABLE IX-B: “Confidentiality of Information Relating to Grievances”		Page 4
904	TYPES OF GRIEVANCES		Page 6
	TABLE IX-C “Types of Grievances”		Page 6
905	INTAKE PROCEDURES		Page 8
906	RESPONSE		Page 10
	TABLE IX-D “Timeframe for Grievance Response”		Page 10
907	COMPLETEING THE RESPONSE		Page 12
908	TRAINING		Page 13
PART III	GUIDELINES FOR OMBUDSMAN REPRESENTATIVE PRACTICE		
CHAPTER 100	<u>PROGRAM COMPONENTS</u>		
	100.1	The Local Ombudsman Entity Annual Plan	Page 2
	100.2	Long-Term Care Ombudsman Program evaluation	Page 4
101	COMPLAINT PROCESSING		Page 5
	101.1	General	Page 5
	101.2	Complaint intake and response	Page 5
	TABLE III-A: “Complaint Response”		Page 8
	TABLE III-B: “Resident Refuses Consent”		Page 10
	101.3	Investigation process	Page 12
	101.4	Working toward resolution	Page 15
	101.5	Complaint referrals	Page 17
	101.6	Final resolution	Page 20
	101.7	Follow-up	Page 20
	101.8	Closing a complaint or case	Page 21
	101.9	Abuse and gross neglect complaints	Page 21
	TABLE III-C: “When to Report Abuse”		Page 23

	TABLE III-D: “Where to Report Abuse”	Page 26
	101.10 Documentation	Page 27
	101.11 Complaint volume	Page 28
	TABLE III-E: “Complaint Activity”	Page 29
	TABLE III-F: “Complaint Resolution”	Page 31
102	INFORMATION AND CONSULTATION	Page 32
	TABLE III-G: “Information and Consultation”	Page 33
103	COMMUNITY OUTREACH AND EDUCATION	Page 34
	TABLE III-H: “Community Outreach and Education”	Page 35
104	IN-SERVICE EDUCATION TO FACILITY STAFF	Page 36
	TABLE III-I: “In-Service Education for Facility Staff”	Page 37
105	ROUTINE VISITS	Page 38
106	ISSUES ADVOCACY	Page 41
107	INTERAGENCY COORDINATION	Page 44
108	RESIDENT AND FAMILY COUNCIL ACTIVITIES	Page 45
	TABLE III-J: “Involvement with Resident and Family Councils”	Page 47
109	VOLUNTEER MANAGEMENT	Page 48
110	PRE-SURVEY INFORMATION	Page 53
CHAPTER 200	<u>OTHER PROGRAM COMPONENTS</u>	
201	Advisory Council	Page 1
APPENDIX A	<u>Code of Ethics for Ombudsman</u>	
APPENDIX B	<u>Georgia Long-Term Care Ombudsman Representative Certification Training Requirements</u>	
APPENDIX C	<u>Georgia Office of the State Long-Term Care Ombudsman Advisory Council Charter</u>	
APPENDIX D	<u>Grievance Related to the Performance of an Ombudsman Representative of the State Long-Term Care Ombudsman of Georgia Intake Form</u>	