

# REQUEST FOR BOARD ACTION / CONTRACT CONTROL FORM

**Tracking Number:** 2.

**Date of Request:** December 17, 2007

**Date Request Received:** December 17, 2007

**Board Meeting Date Requested:** January 7, 2008

**Board Meeting Date Assigned:** January 7, 2008

**Short Title:** Jane Jones, Director, & Harvin Quidas, Regional Ombudsman, Cape Fear Area Agency On Aging; & Mickey King, Chairman, Pender County Nursing Home And Adult Care Home Community Advisory Committee: Duties And Activities Of The Ombudsman Program & Update On The Advisory Committee.

**Request Status:**  
 Request is proceeding to Board of Commissioners  
 More information is needed – see attached  
 Request on hold – no further information needed  
 Other: \_\_\_\_\_ Board

**Background:** The County Manager invited Cape Fear Area Agency on Aging to make a presentation to bring the Board up to date on their activities concerning Pender County.

*(Administrative Use Only)*

An Ombudsman is an advocate for The Right's of Residents, and is responsible for investigating complaints made by, on behalf of nursing home or adult care home residents. The Ombudsman works with residents, family members, concerned citizens and agencies to enhance the quality of care and quality of life for residents in long-term care facilities.

**CONTRACT TYPE**

- Renewal
- For Service(s)
- Intergovernmental – County as Grantee
  - Federal Grantor
  - State Grantor
  - Grant or
- County as Grantor
  - County Funds
  - Other Funds:
- Revision
- For Equipment

The North Carolina Ombudsman Program was established under the Older American's Act. The State Long-Term Care Ombudsman is located within the North Carolina Division of Aging and Adult Services in Raleigh, NC. There are 100 counties in North Carolina, served by 17 Regional Area Agencies on Aging, each with a Regional Ombudsman Program. Brunswick, Columbus, New Hanover and Pender Counties are served by Cape Fear Council of Governments and the Cape Fear Area Agency on Aging.

**PURCHASING** Budgeted Item:  Yes  No  
 Date Rec'd:  Reviewed and Approved  
 Comments on Reverse

Date Sent: \_\_\_\_\_ Signed: \_\_\_\_\_

The Regional Long-Term Care Ombudsman trains and supports the appointed members of The Nursing Home Community Advisory Committees and The Adult Care Community Advisory Committees. The Community Advisory Committee volunteer members are appointed by their county commissioners to visit facilities in their county, interact with the residents, and support the Rights of Residents in long-term care.

**ATTORNEY**  Reviewed and Approved  
 Date Rec'd:  Legal Problem(s)  
 Comments on Reverse

Date Sent: \_\_\_\_\_ Signed: \_\_\_\_\_

**FINANCE** Sufficient Funds  Available  
 Date Rec'd:  Not Available  
 Budget Amendment Necessary  
 Budgeted Amendment is Attached  
 Comments on Reverse

Date Sent: \_\_\_\_\_ Signed: \_\_\_\_\_

**Specific Action Requested:** Receive the presentation.

Requested by: Lori Brill  
 Department: County Manager  
 Title:  
 Contact Phone: 910-259-1200  
 Contact Fax:

**CLERK** Signature(s) Required:  
 Board Chairman/County Manager  
 Other:

Date Rec'd Approved by Board:  Yes  No  
 At meeting on

## What is a Long-Term Care Ombudsman?

An **Ombudsman** is an advocate for The Right's of Residents, and is responsible for investigating complaints may by, on behalf of nursing home or adult care home residents. The **Ombudsman** works with residents, family members, concerned citizens and agencies to enhance the quality of care and quality of life for residents in long-term care facilities.

The North Carolina **Ombudsman Program**, as established under the Older American's Act. The State Long-Term Care **Ombudsman** is located within the North Carolina Division of Aging and Adult Services in Raleigh, NC.

There are 100 counties in North Carolina, served by 17 Regional Area Agencies on Aging, each with a Regional Ombudsman Program.

Brunswick, Columbus, New Hanover and Pender Counties are served by Cape Fear Council of Governments, Cape Fear Area Agency on Aging.

### An Ombudsman:

- **Advocates for Residents** when their rights have been violated or they are not receiving proper care or assistance.
- **Investigates Concerns** made by the residents of nursing or adult care homes, or from others on their behalf, as they relate to their Resident's Rights. Complaints may be against facilities, government agencies, programs, or other service providers.
- **Mediate Disputes** between long-term care resident and facilities, as well as private or government agencies on behalf of the resident.
- **Provide Long-Term Care Information and / or Technical Assistance** to residents, families, staff and community in areas of: Selection of long-term care; Resident's plan of care; Transfer or discharge from a facility; Support of family councils and resident councils, and in many other areas.
- **Promoting the Awareness of, and the Prevention of Elder Abuse, Neglect or Exploitation.**

The **Regional Long-Term Care Ombudsman** trains and supports the appointed members of The Nursing Home Community Advisory Committees and The Adult Care Community Advisory Committees. The Community Advisory Committee volunteer members are appointed by their county commissioners to visit facilities in their county, interact with the residents, and support the Rights of Residents in long-term Care.

*You are welcome and encouraged to contact*

**H. Harvin Quidas, Regional Ombudsman**

**At (910) 395-4553**

*At Cape Fear Area Agency on Aging  
1480 Harbour Drive – Wilmington, NC 28401.*

## **What are Community Advisory Committees?**

Nursing Home and Adult Care Home Community Advisory Committee (**CAC**) members are local citizens who are appointed by their county boards of commissioners. These committees were established by the North Carolina State Legislature, (GS 131-D-31 and GS 131-E-128) to be volunteer, grass-root advocates for the Rights of Residents in the long term care facilities in the county in which they live.

Cape Fear Area Agency on Aging serves Brunswick, Columbus, New Hanover and Pender Counties. The residents in nursing homes are served by The Nursing Home Community Advisory Committee (CAC). The Adult Care Community Advisory Committee (CAC) serves the residents, who living in Adult Care Homes (Assisted Living, Rest Homes and Family Care Homes). Brunswick, Columbus and Pender Counties have joint Nursing Home and Adult Care Home Community Advisory Committees. Based on the number of facilities in New Hanover County, they have a separate Nursing Home Community Advisory Committee, and an Adult Care Home Community Advisory Committee.

### A Community Advisory Committee Member:

- Maintain the intent of the Resident's Bill of Rights in long term care facilities
- Promote community involvement
- Cooperates to insure quality long term care
- Are to be informed on aging issues and adult resources in their county
- Fulfill the duties and obligations of their appointed as Community Advisory Committee Members by their County Commissioners.

CAC members visit facilities regularly. A minimum of three CAC members must be present to make a required quarterly facility visit. They try to talk with as many residents and family members as possible. Residents and families are encouraged to speak freely. Confidential complaint information is not repeated without the complainant's permission.

Community Advisory Committee members are trained by and provided ongoing support by the Regional Ombudsman of Cape Fear Area Agency on Aging.

At all time, it is the duty of each appointed Community Advisory Committee Member to uphold **The Right's of Residents in Long Term Care.**

For more information, please contact  
**H. Harvin Quidas, Regional Ombudsman**  
**At (910) 395-4553**  
Cape Fear Area Agency on Aging  
1480 Harbour Drive – Wilmington, NC 28401