

	NORS CODES	
	Certified Ombudsman Volunteer Representative Guide	
Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only
B. ACCESS TO INFORMATION	B. ACCESS TO INFORMATION	B. ACCESS TO INFORMATION
Access to own records Access to facility survey/staffing reports/license Information communicated in understandable language	Access to Ombudsman/visitors Information regarding medical condition, treatment and any changes Information regarding rights/benefits/services	Information regarding advance directives
C. ADMISSION, TRANSFER, DISCHARGES, EVICTION	C. ADMISSION, TRANSFER, DISCHARGES, EVICTION	C. ADMISSION, TRANSFER, DISCHARGES, EVICTION
	Room assignment/room change/intrafacility transfer	Admission contract and/or procedure Appeal process - absent, not followed Bed hold- written notice, refusal to readmit Discharge/eviction - planning, notice, procedure, implementation, abandonment Discrimination in admission due to condition, disability Discrimination on admission due to Medicaid status

NORS CODES		
Certified Ombudsman Volunteer Representative Guide		
Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only
D. Autonomy, Choice, Exercise of Rights, Privacy	D. Autonomy, Choice, Exercise of Rights, Privacy	D. Autonomy, Choice, Exercise of Rights, Privacy
Choose personal physician Dignity, respect Exercise preference, choice and/or civil, religious rights (includes right to smoke) Language barrier in daily routine Privacy - telephone, visitors, couples, mail Privacy in treatment, confidentiality Response to complaints	Choose other health care provider, hospice Staff attitudes Exercise right to refuse treatment (guardians) Participate in care planning by resident and/or designated surrogate	Confinement to facility against will Reprisal, retaliation
E. Financial, Property (Except for Exploitation)	E. Financial, Property (Except for Exploitation)	E. Financial, Property (Except for Exploitation)
Personal property lost, stolen, used by others, destroyed, with held from resident		Billing/charges - notice, approval questionable, accounting wrong or denied Personal funds: mismanaged, access denied, deposits and other monies not returned

NORS CODES		
Certified Ombudsman Volunteer Representative Guide		
Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only
F. Care	F. Care	F. Care
Failure to respond to requests for assistance	Accident or injury of unknown origin, falls, improper handling Care plan/resident assessment - inadequate, lack of patient/family involvement, failure to follow plan of physician orders Contracture	Medications - administration, organization
Personal hygiene (includes nail care and oral hygiene) and adequacy of dressing and grooming Toileting, incontinent care Wandering, failure to accommodate/monitor	Physician services, including podiatrist Pressure sores, not turned Symptoms unattended, including pain, pain not managed, no notice to others of changes in condition Tubes - neglect of catheter, gastric, NG tube	
G. Rehabilitation or Maintenance of Function	G. Rehabilitation or Maintenance of Function	G. Rehabilitation or Maintenance of Function
	Assistive devices or equipment Bowel and bladder training Dental services mental health, psychosocial services range of motion, ambulation Therapies, physical, occupational, speech Vision and hearing	
H. Restraints - Chemical and Physical	H. Restraints - Chemical and Physical	H. Restraints - Chemical and Physical
		Physical restraint - assessment, use, monitoring Psychoactive drugs - assessment, use, evaluation
I. Activities and Social Services	I. Activities and Social Services	I. Activities and Social Services
Activities - choice Community interaction , transportation Social services - availability	Activities - appropriateness of choice Resident conflict, including room mates Social services - appropriateness	

NORS CODES		
Certified Ombudsman Volunteer Representative Guide		
Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only
J. Dietary	J. Dietary	J. Dietary
Fluid availability and hydration Food service - quantity, quality, variation, choice, utensils, menu Snacks, time span between meals, late/missed meals Temperature	Assistance with eating or assistive device eyes Therapeutic diet Weight loss due to inadequate nutrition	
K. Environment/Safety	K. Environment/Safety	K. Environment/Safety
Air/environment: temperature and quality (heating, cooling, ventilation, water), noise Cleanliness, pests, general housekeeping Equipment./buildings - disrepair, hazard, poor lighting, fire safety, not secure Furnishings, storage for residents Laundry - lost, condition Odors Space for activities, dining Supplies and linens	Infection control Americans with Disabilities Act (ADA) accessibility	
L. Policies, Procedures, Attitudes, Resources	L. Policies, Procedures, Attitudes, Resources	L. Policies, Procedures, Attitudes, Resources
Grievance procedure (not transfer/discharge) Resident or family Council/committee interfered with, not supported	Administrator unresponsive, unavailable offering in appropriate level of care (for B&C/similar)	Abuse investigation/reporting, including failure to report Inadequate or illegal practices, record keeping Insufficient funds to operate Operator inadequately trained

NORS CODES		
Certified Ombudsman Volunteer Representative Guide		
Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only
M. Staffing	M. Staffing	M. Staffing
Communication, language barrier Shortage of staff Staff unresponsive, unavailable	Staff training Staff turnover, over-use of nursing pools Supervision Eating assistants	
N. Certification/Licensing Agency	N. Certification/Licensing Agency	N. Certification/Licensing Agency
Survey process - Ombudsman participation, exit interview		Access to information (including survey) Complaint, response to DeCertification/closure Sanctions, including Intermediate Survey process Transfer or eviction hearing
O. State Medicaid Agency	O. State Medicaid Agency	O. State Medicaid Agency
		Access to information, application Denial of eligibility Personal Needs Allowance Services

NORS CODES		
Certified Ombudsman Volunteer Representative Guide		
Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only
P. Systems/Others	P. Systems/Others	P. Systems/Others
	Family conflict; interference Request for less restrictive placement	Abuse, abandonment by family member/friend/guardian, or while on visit out of facility, any other person Bed shortage- placement Facility operating without a license Financial exploitation or financial neglect by family or other not affiliated with facility Legal: guardianship, conservatorship. Power of attorney, wills Medicare Mental health, developmental disabilities, including PASRR Problems with resident's physician/assistant Protective Services agency SSA, SSI, VA, other benefits/agencies
Q. Complaints About Service in Settings Other Than Long-Term Care Facilities or By Outside Provider	Q. Complaints About Service in Settings Other Than Long-Term Care Facilities or By Outside Provider	Q. Complaints About Service in Settings Other Than Long-Term Care Facilities or By Outside Provider
		Hospice services Services from outside provider