

LONG-TERM CARE OMBUDSMAN ACTIVITY LOG

PSA#	PROGRAM NAME	OMBUDSMAN NAME	MO/YR

ACTIVITY CODES (AC) - see reverse side for instructions

1 - Training for Ombudsman Staff and Volunteers *	8 - Work with Resident Councils
2 - Technical Assistance to Local Ombudsmen and/or Volunteers	9 - Work with Family Councils
3 - Training for Facility Staff *	10 - Community Education
4 - Consultation to Facilities *	11(a) - Work with Media (Interviews/Discussions) *
5 - Information and Consultation to Individuals *	11(b) - Work with Media (Press Releases) *
6 - Facility Coverage	12 - Monitoring/Work on Laws, Regulations, Government Policies and Actions
7 - Participation in Facility Surveys	99 - Other Volunteer Time

Date	AC	Facility Name	*Topic/Comment (Must have Topic Entry for AC 1, 3, 4, 5, and 11)	# of Trainees (Only AC 1)	Time Spent		Travel Time	
					H	M	H	M

ATTACH ADDITIONAL PAGES AS NEEDED

INSTRUCTIONS FOR COMPLETING THE LONG-TERM CARE OMBUDSMAN ACTIVITY LOG

Training for Ombudsman Staff and Volunteers – Enter the training topic and the date you delivered the training to Ombudsman staff and/or volunteers. A session is defined as a meeting to deliver planned training content whether it lasts for three hours, a day, a week, etc. This will also include training you have arranged which is presented by outside trainers. Enter the number of trainees. Enter the time of the training in hours and minutes.

Technical Assistance to Local Ombudsmen and/or Volunteers – Enter the hours and minutes you spent providing technical assistance to Ombudsman staff and volunteers. This also includes time spent preparing for and delivering training to Ombudsman staff and volunteers.

Training for Facility Staff – Enter the name of the facility, the training topic for the session, and the date you provided training. Enter the time spent in hours and minutes.

Consultation to Facilities – Enter the name of the facility, the topic discussed, and the date you provided consultation to facility management and/or staff. Each consultation is listed as one event, whether one or more persons participated in that discussion with the Ombudsman. Enter the time spent in hours and minutes.

Information and Consultation to Individuals – Enter the topic and date of each consultation you provided in person or via other communication method (phone, fax, email, or other written correspondence). Examples of consultation topics include residents' rights, Ombudsman services, and billing/payment. This activity also includes Advance Health Care Directive and property transfer witnessing, and attendance at care plan conferences and Epplé committees, as long as these activities are not part of a case. If these activities are complaint-related, they should be documented in the case journal notes. Enter the time spent in hours and minutes.

Facility Coverage – This activity records facility visits made to provide residents with access to Ombudsman services and *not* to investigate a complaint. However, you may receive complaints and provide consultation during the visit. Enter the facility name, the date of the visit and the time involved in hours and minutes. AoA counts a facility as “covered” if it receives at least one facility visit not in response to a complaint each quarter during the federal fiscal year.

Participation in Facility Surveys – Enter the facility name and the date of any licensing surveys in which you participated. Participation can include pre-survey briefing of surveyors, attendance at exit interviews, or any other participation in any aspect of licensing surveys or investigative surveys conducted by licensing in response to complaint(s). The count is of *surveys*, so count each survey as one instance, even if you participated in more than one part of the survey. Enter time spent in hours and minutes.

Work with Resident Councils – Enter the name of the facility and date of the resident council meeting you attended. If more than one Ombudsman attended the meeting, the activity should only be counted by one of the Ombudsmen. Enter time spent in hours and minutes.

Work with Family Councils – Enter the name of the facility and date of the family council meeting you attended. If more than one Ombudsman attended the meeting, the activity should only be counted by one of the Ombudsmen. Enter time spent in hours and minutes.

Community Education – Enter the date you provided the community education session to local civic or service groups, students, churches, etc. Enter time spent in hours and minutes.

Work with Media – Record the topic and date for each media contact and press release you issued. A press release given to multiple media outlets counts as one press release. Enter time spent in hours and minutes.

Monitoring/Work on Laws, Regulations, Government Policies and Actions – Enter the total number of hours and minutes you spent working with individuals or non-profit or governmental agencies on laws, regulations, policies or actions to improve the health, welfare, safety and rights of long-term care residents. Include time spent writing, sending, or receiving information related to monitoring/work on laws, regulations, government policies and actions. This activity includes correspondence, telephone calls, research time, and meetings.

Other Volunteer Time is not a NORS activity, but is a means of capturing volunteer time that is donated to the program in ways that are neither case-related nor NORS activities. For example: helping with general office work. Enter time spent in hours and minutes.

