

Policy and Procedure Manual

Policy No.: OMB - 4

Effective Date: Immediately

TITLE: Complaint Referrals

STATEMENT of POLICY:

Ombudsmen will make necessary referrals to other entities or manage referrals received from other entities according to specified protocol.

PROCEDURE

I. Received Complaint Referrals:

Whether the complaint is formally written or is a verbal communication, the Intake Specialist or Ombudsman will (where feasible):

- A. contact the original complainant, if possible, and gather information necessary to permit an evaluation of the nature of the complaint before proceeding to the investigation phase.
- B. inform the original complainant and the referral agency of the Ombudsman's role, expectations and plan for pursuing the complaint.
- C. pursue an investigation of the issue according to BOALTC policy Omb 2.
- D. if the evaluation reveals a need to further refer the complaint to a different entity, see II. Making Complaint Referrals, below.
- E. provide feedback to the referring entity generally describing the activities and results of the Ombudsman's case.

II. Making Complaint Referrals

The Intake Specialist and each Ombudsman should acquire knowledge of the available resources to provide aid and assistance in resolution of long term care problems and inquiries.

- A. Based on an initial evaluation of a complaint, the Intake Specialist or Ombudsman will assess the potential need for a referral to a different agency.
 1. The Intake Specialist or Ombudsman shall obtain the consent of the resident, complainant or her or his legal representative before making any referral.
 2. The Intake Specialist or Ombudsman should encourage the complainant or her or his legal representative to independently contact the other agency, in order to lend the best possible information and strength to the complaint.

3. When making referrals of abuse / medical issue / criminal activity issues to the DHS Division of Quality Assurance / local government agencies including county APS units / law enforcement agencies:
 - a. Preface any referral with a telephone call to the agency receiving the referral
 - b. Referral will ideally be in writing or via secure e-mail
 4. Referral to other advocacy agencies may be by telephone followed by a written description of the underlying issue.
 5. Allegations of abuse will follow the protocols set out in BOALTC Policy OMB 2 (Attachment B).
 6. Written documentation of referrals will include:
 - a. Actions or services expected of the agency receiving the referral
 - b. Name and phone number of contact person(s)
- B. If the agency receiving the referral fails to follow up or respond to the Ombudsman or the complainant in a timely manner, consult the Ombudsman Supervisor for further direction regarding follow up.

APPROVED:

Heather A. Bruemmer
Executive Director

Date: Dec 2014