

**NEW YORK STATE OFFICE FOR THE AGING**

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Andrew M. Cuomo, Governor

Greg Olsen, Acting Director

An Equal Opportunity Employer

<b>PROGRAM INSTRUCTION</b>	<b>Number 13-PI-08</b>
	<b>Supersedes</b>
	<b>Expiration Date</b>

**DATE:** March 28, 2013

**TO:** AAA Directors  
Local Long Term Care Ombudsman Coordinators

**SUBJECT:** Ombudsman Badge Issuance and Retrieval

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**ACTION REQUESTED:** Effective upon the issuance of this Program Instruction, Local Long Term Care Ombudsman Programs must follow the Ombudsman Identification Badge procedure outlined below.

**RESPONSE DUE DATE:** N/A

**PURPOSE:** The purpose of this Program Instruction is to insure a uniform badge issuance and retrieval process for all Local Long Term Care Ombudsman Programs.

**BACKGROUND:** For many years there have been inconsistencies with regard to Ombudsman Identification Badge issuances and retrievals. Beginning on the issuance date of this Program Instruction all Local Long Term Care Ombudsman Programs must follow the procedure outlined below when issuing or retrieving Ombudsman Identification Badges.

**Initial issuance:**

When a volunteer candidate completes the certification training (including any post-classroom requirements) the LTCOP Coordinator must place the volunteer's information in the authorized data management system (currently Ombudsmanager). This information must include the: volunteer's name, date of birth, telephone or cell phone number, email address (if available) and gender. The coordinator should then send an email with the volunteer's photo to the State Long Term Care Ombudsman Program's secretary at the Office of the State Ombudsman requesting a badge issuance.

The Office of the State Ombudsman will issue a badge within ten (10) working days of receipt of the necessary information. When multiple badges are requested they will be sent in bulk to the local program coordinator.

**Retrieval:**

The local program coordinator is responsible for retrieval of the volunteer’s badge when the volunteer is dismissed or permanently leaves the program for any reason. If the badge is not returned within sixty (60) days of the end of the volunteer’s service, the local program must send a certified letter to the volunteer requesting its immediate return. If the badge is not returned after ninety (90) days from the end of service, the local coordinator must contact his/her assigned Assistant State Ombudsman and make a notation in the data management system (Ombudsmanager) under the comments section that attempts were made to retrieve the badge. Badges retrieved from volunteers must be returned to the Office of the State Ombudsman within ten (10) working days.

When a volunteer leaves program service the coordinator must mark the volunteer as inactive in the data management system (Ombudsmanager) and assign an end date consistent with the end of the volunteer’s service with the program.

Additionally, the local program coordinator must contact the volunteer’s assigned facility(ies) to notify the administration that the volunteer is no longer with the program.

**Trainee badges:**

Each local ombudsman program has been issued trainee badges for use with volunteers who are in the process of completing the certification training. Trainees must wear these badges whenever they are in a long-term care facility as part of their training. The local program may request additional trainee badges as needed.

**Lost badges:**

A volunteer should report a lost badge to the local program coordinator as soon as practicable. The coordinator may request a replacement badge from the Office of the State Ombudsman by contacting the local program’s assigned Assistant State Ombudsman (ASO). The replacement will be re-issued within ten (10) working days of the request.

- PROGRAMS AFFECTED:**       Title III-B       Title III-C-1       Title III-C-2  
 Title III-D       Title III-E       CSE       SNAP       Energy  
 EISEP       NSIP       Title V       HIICAP      X LTCOP  
 Other:

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