



New York State Ombudsman Monthly Activity Reporting Form VOLUNTEER

Ombudsman:Olivia Benson **Facility:**Queen City Adult Home **Month/Year:** 1/1/2013

Date	Activity	Topic	Activity Time	Travel Time	Notes: contact person etc.
1/3/13	I		15 min	0	Phone call with C. Reitler
1/10/2013	A		2 hr	30 min	
1/10/2013	B	20	0	0	1 instance, new resident, 2 daughters
1/10/2013	H	20	1 hr	0	6 new employees
1/10/2013	I		10 min	0	Paperwork
1/12/2013	I		2 hr	1 hr	Hospice Buffalo Open House
1/14/2013	A		3 hr	30 min	
1/14/2013	D	20	0	0	1 instance, Marry Delgado
1/14/2013	F		0	0	
1/14/2013	I		10	0	Paperwork

<p>Program Activities * This activity requires a Topic A. Resident Visitation/Complaint Investigation B. *Individual Information & Consultation C. *Community Education D. *Facility/Provider Consultation E. Facility Survey Participation F. Residents Council Participation G. Family Council Participation H. *Facility Staff Training by Ombudsman I. Additional Volunteer Hours</p>	<p>Topics</p> <ol style="list-style-type: none"> 1 Abuse, Neglect, and Exploitation. 2 Access to Information by Resident or Resident's Representative 3 Activities / Social Services 4 Admission, Transfer, Discharge 5 Adult Protective 6 Advance Directives 7 Behavioral Issues 8 Communications 9 Complaint Process / Grievance 10 Dietary 11 DOH 12 Facility Policies/Procedures, Attitudes, Resources 13 Family 14 Financial, Property 15 Home and Community Services 16 Legal 17 Long Term Care Options / How to choose a facility 18 Medicaid / Medicare 19 Mental Health 20 Ombudsman Services 21 Other 22 Physicians 23 Rehabilitation 24 Regulations 25 Resident Care 26 Resident's Rights 27 Restraints 28 Safety 29 Social Services /Activities 30 Staffing 31 Survey 	<p>NYS LTCOP 03/11</p>
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Ombudsman:Olivia Benson **Facility:** Queen City Adult Home **Month/Year:** 1/1/2013

Date	Activity	Topic	Activity Time	Travel Time	Notes: contact person etc.
1/18/2013	A		3 hr	30 min	
1/18/2013	B	20	0		1 instance, Leonard
1/18/2013	B	10	0		1 instance, Leonard
1/18/2013	B	3	0		3 instance Leonard, Penny & Amy
1/18/2013	B	26	0		1 instance, Amy
1/18/2013	I		10 min		Paperwork
1/28/2013	A		2 hr	30 min	
1/28/2013	D	16			1 instance, Gloria Case Manager
1/28/2013	B	20			3 instancesr
1/28/2013	I		20 min		Paperwork

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