

Office of the State Long-Term Care Ombudsman



**Annual Report**

Federal Fiscal Year 2021

October 1, 2020, through September 30, 2021

**(866) 55AGING**

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*[www.georgiaombudsman.org](http://www.georgiaombudsman.org)*



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**State Office Staff**

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 Ombudsman Services Coordinator

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 Ombudsman Services Coordinator

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 Ombudsman Program Consultant

Tina Lawrence  
 Administrative Assistant

**Community Ombudsman Programs**

	Counties Served	Telephone Numbers
Capitol	Cobb, Douglas, Fulton	404-627-1057
East	Barrow, Burke, Clarke, Columbia, Elbert, Glascock, Greene, Gwinnett, Hancock, Jackson, Jefferson, Jenkins, Lincoln, Madison, McDuffie, Morgan, Oconee, Oglethorpe, Richmond, Screven, Taliaferro, Walton, Warren, Washington, Wilkes	706-549-4850
Middle	Appling, Baldwin, Bibb, Bleckley, Bryan, Bulloch, Candler, Chatham, Crawford, Dodge, Effingham, Emanuel, Evans, Houston, Jasper, Jeff Davis, Johnson, Jones, Laurens, Liberty, Long, McIntosh, Monroe, Montgomery, Peach, Pulaski, Putnam, Tattnall, Telfair, Toombs, Treutlen, Twiggs, Wayne, Wheeler, Wilcox, Wilkinson	912-367-4866 866-991-9988
North	Banks, Bartow, Catoosa, Chattooga, Cherokee, Dade, Dawson, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Hart, Lumpkin, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, White, Whitfield	470-691-1301
South	Atkinson, Bacon, Baker, Ben Hill, Berrien, Brantley, Brooks, Calhoun, Camden, Charlton, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Glynn, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Pierce, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Taylor, Terrell, Thomas, Tift, Turner, Ware, Webster, Worth	229-432-1124 800-282-6612
West	Butts, Carroll, Clayton, Coweta, DeKalb, Fayette, Harris, Heard, Henry, Lamar, Meriwether, Newton Pike, Rockdale, Spalding, Talbot, Troup, Upson	678-378-2934

COVID-19 and the variants continued to challenge long-term care residents and the Ombudsman Representatives who serve them in Federal Fiscal Year 2021.

- Using Personal Protective Equipment, Ombudsman Representatives visited facilities to advocate for residents
- Long-term care facilities began allowing some families and friends to visit residents, sometimes encountering barriers
- Many residents continued contracting COVID
- Residents continued to be isolated, lonely, bored, and to feel forgotten
- Virtual visits were not always successful due to lack of technology and some residents' physical and cognitive limitations
- In November 2021 the Centers for Medicare and Medicaid Services issued updated guidance affirming the federal residents' right to visit with visitors of their choosing at all times

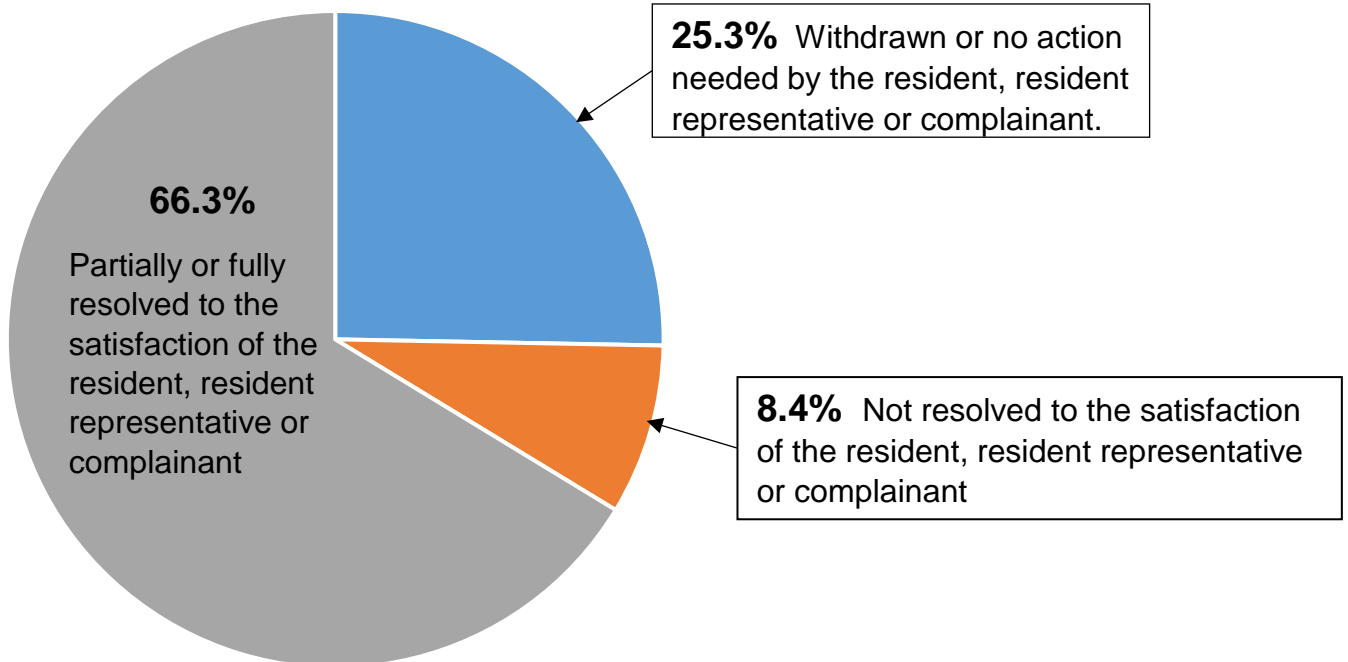
**Complaints Received FY2021: 3,497**

**Top Complaint Categories:**

1. Discharge or eviction
2. Dignity and respect
3. Response to request for assistance
4. Food Services
5. Housekeeping, laundry and pest abatement (including infection control)

<b>Staff &amp; Volunteers</b>	
Paid Staff	38
Volunteer ombudsmen certified to address complaints	6
Number of hours donated by certified volunteer Ombudsmen	320

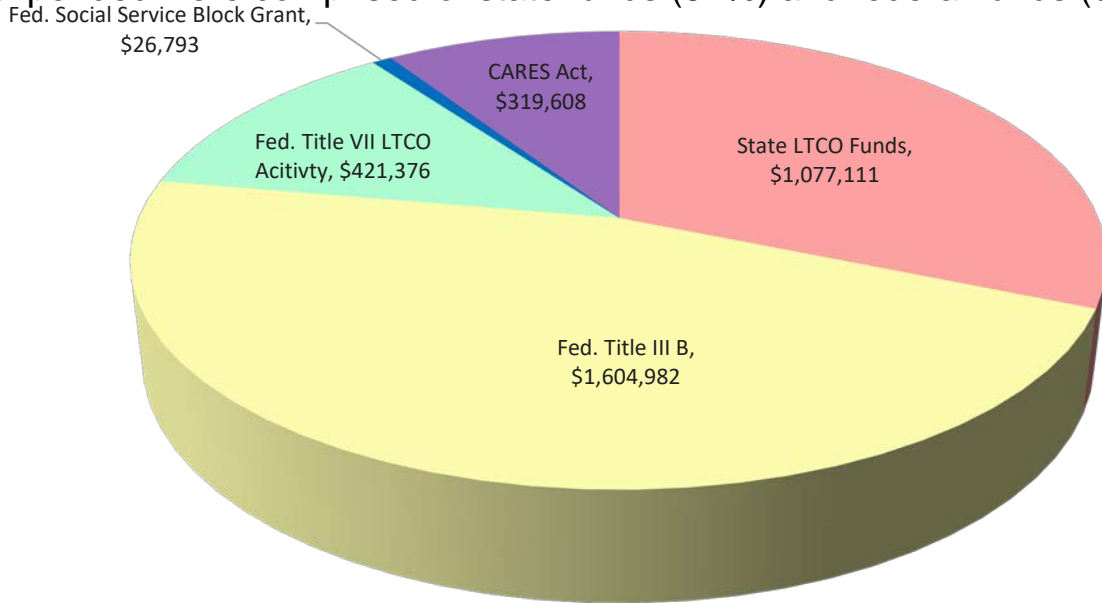
**Complaint Resolution**



# Ombudsman Program Expenditures

FFY21 expenditures of the Ombudsman Program totaled \$3,449,870.

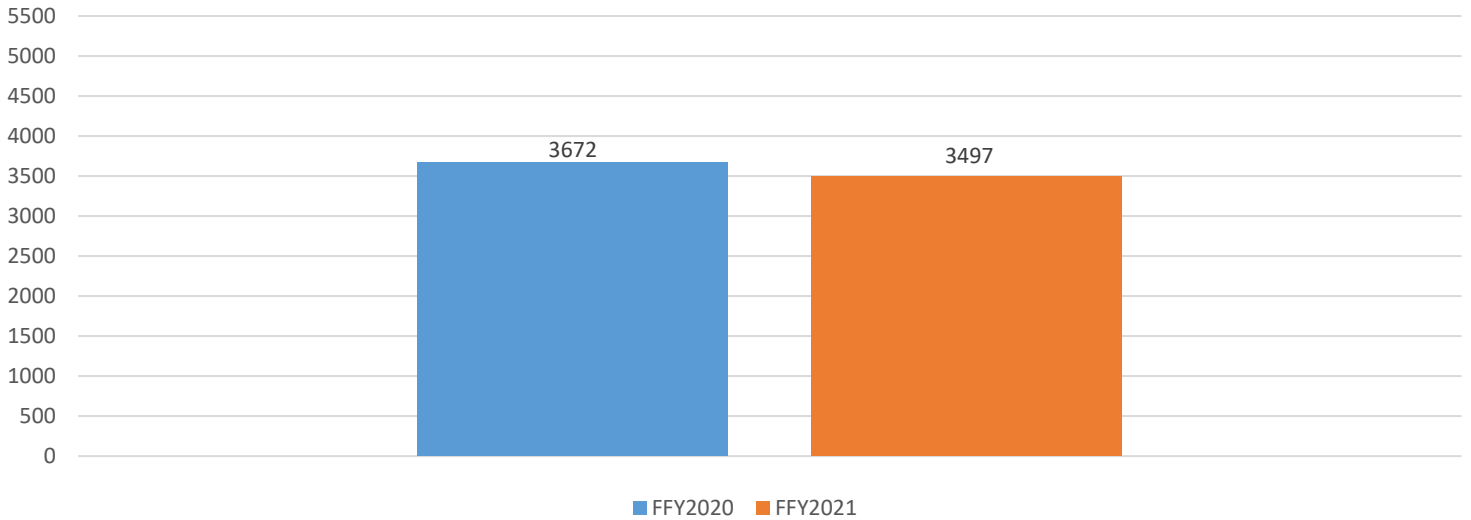
Funds expended were comprised of state funds (31%) and federal funds (69%).



## Recommendations

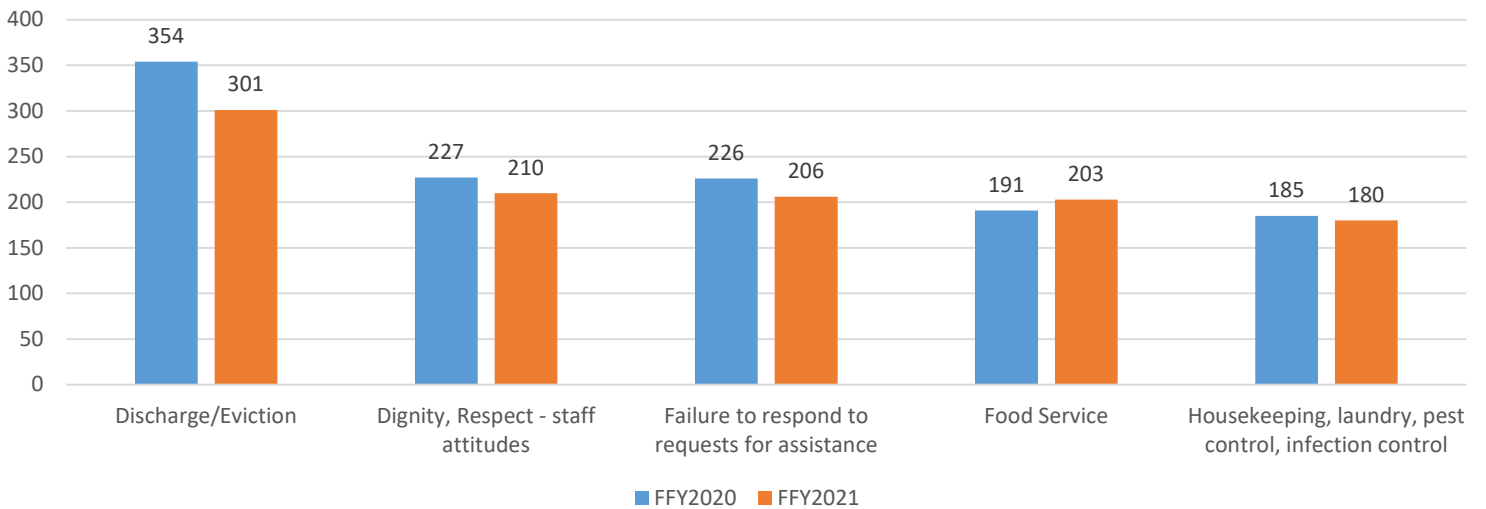
Problem	Strategy
Currently, nursing home residents have some ability to use hidden cameras to record activities that occur in the resident's room. Legislation is pending that would change when and how a resident is able to record what happens to him or her in his or her own room.	SLTCO and other advocates continue to monitor the bill. Advocates and the SLTCO believe that the current law does not need to be changed.
Problem	Strategy
Long-term care residents have suffered isolation for nearly two years because of COVID 19 and restrictive policies for visits. Although visits should be possible, some facilities continue to raise barriers.	Ombudsman Representatives, advocates, residents, family members, and friends continue to advocate with facilities to allow for visits. Many facilities are allowing visits, but visit restrictions continue to be a problem for some residents.

## Complaints Received

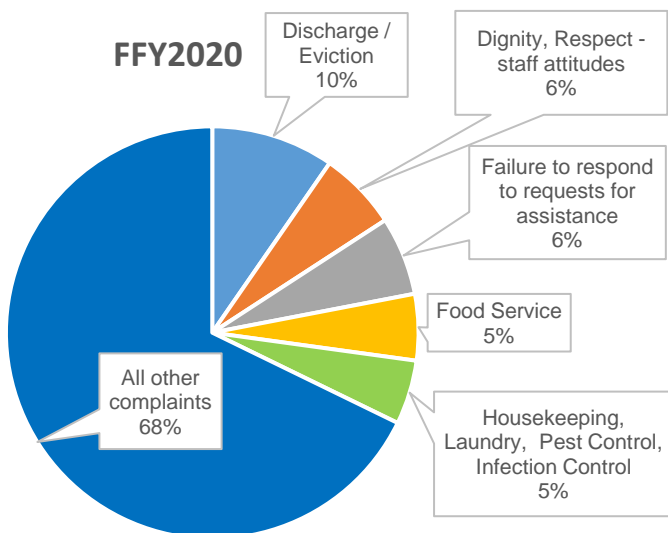


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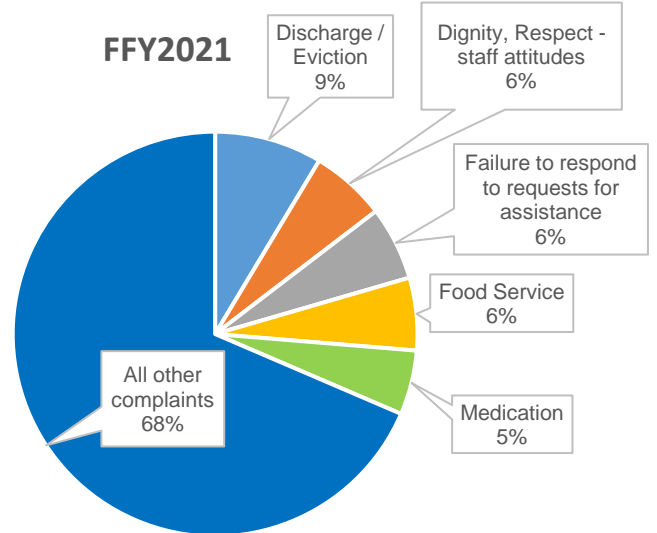
## Top Complaint Categories



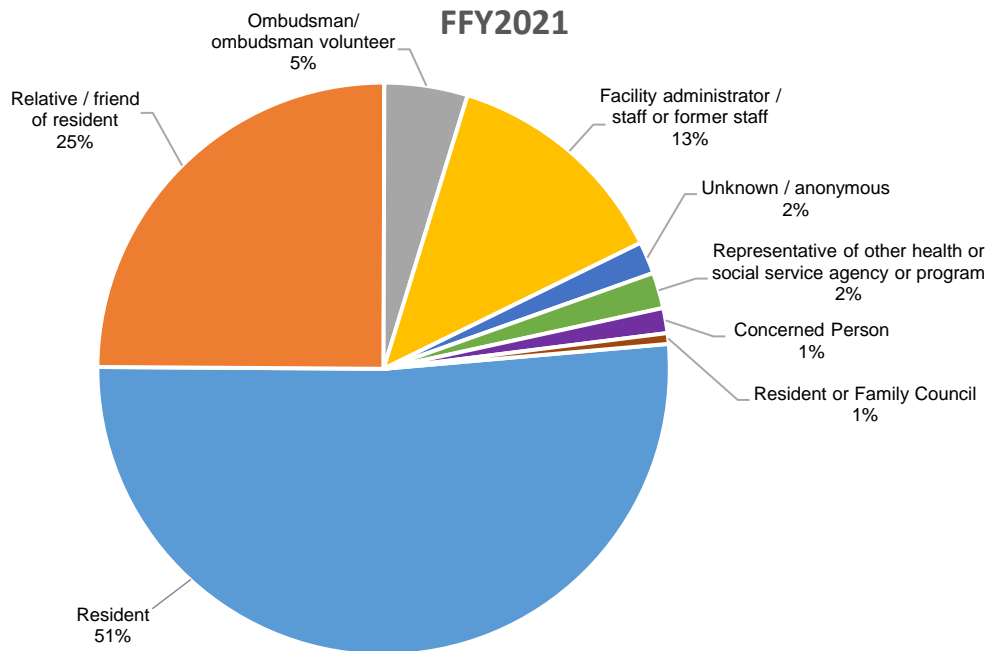
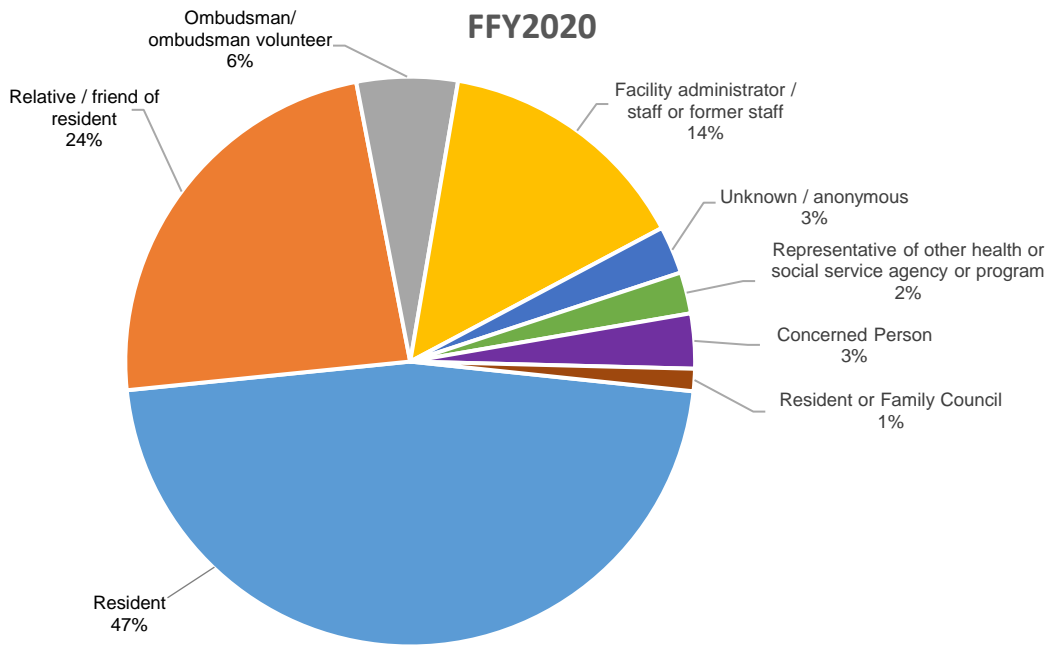
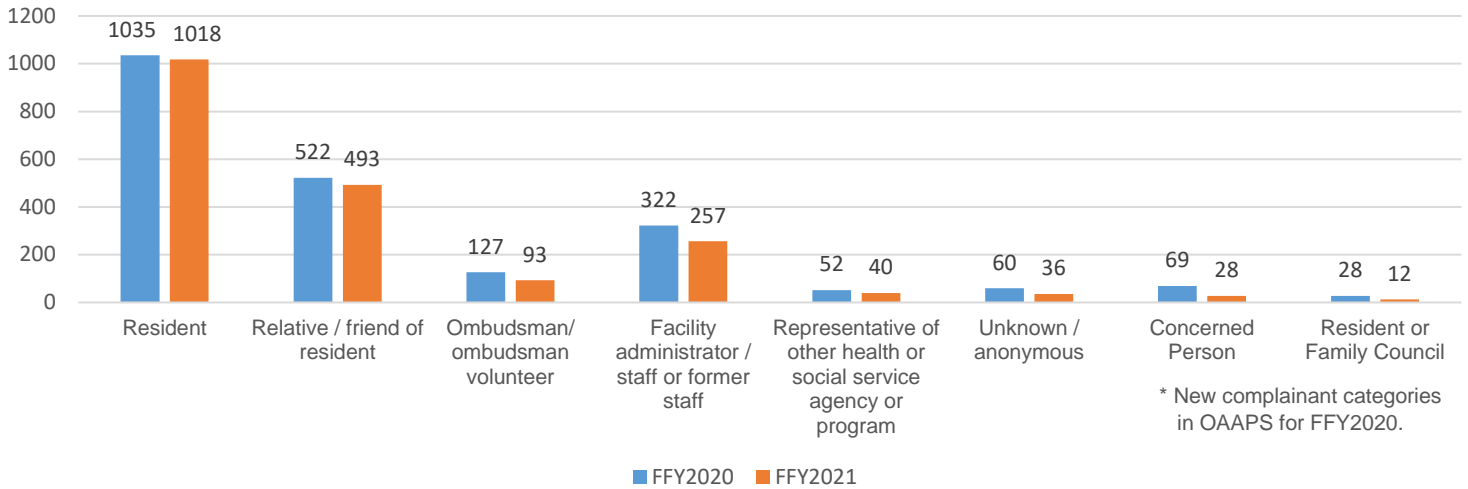
### FFY2020



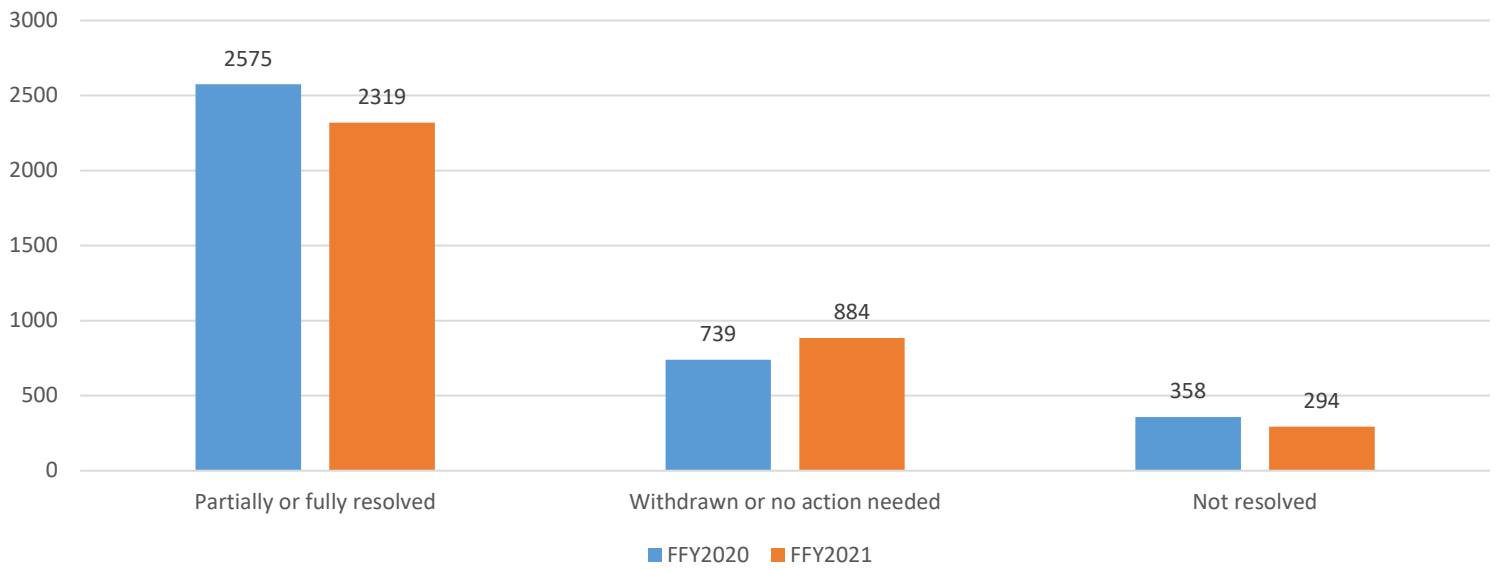
### FFY2021



### Type of Complainants



## Complaint Resolution



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**If you would like further details, please contact the  
Office of the State Long-Term Care Ombudsman  
at: 1-866-552-4464 option 5.**