

SENATE, No. 3907

STATE OF NEW JERSEY
219th LEGISLATURE

INTRODUCED JUNE 3, 2021

Sponsored by:

Senator VIN GOPAL

District 11 (Monmouth)

Senator JOSEPH A. LAGANA

District 38 (Bergen and Passaic)

Co-Sponsored by:

Senators Connors, Cruz-Perez, O'Scanlon and Pou

SYNOPSIS

Requires position of resident advocate at each State veterans' memorial home.

CURRENT VERSION OF TEXT

As introduced.



(Sponsorship Updated As Of: 6/30/2021)

1 AN ACT concerning State veterans' memorial homes and
2 supplementing Title 38A of the New Jersey Statutes.

3
4 BE IT ENACTED by the Senate and General Assembly of the State
5 of New Jersey:

6
7 1. a. The Division of Veterans' Healthcare Services in the
8 Department of Military and Veterans' Affairs shall establish a
9 position to be known as a resident advocate at each State veterans'
10 memorial home. The resident advocate shall have a direct reporting
11 relationship to the director of the division.

12 b. The resident advocate shall:

13 (1) act as a liaison between the State veterans' memorial home
14 and each of the residents at the State veterans' memorial home;

15 (2) receive complaints from residents at the State veterans'
16 memorial home; and

17 (3) respond to any concerns or grievances from the residents at
18 the State veterans' memorial home and, if appropriate, submit
19 concerns or grievances to the State Long-Term Care Ombudsman.

20 c. A resident advocate who receives an oral or written complaint
21 from a resident at a State veterans' memorial home shall log the
22 complaint from the resident on a written or electronic form. The
23 division shall develop, publish, and distribute the written and
24 electronic form to be used by the resident advocate. At a minimum,
25 the written and electronic form shall contain spaces for the
26 following information:

27 (1) the name of the resident submitting the complaint;

28 (2) the nature of the complaint;

29 (3) whether the complaint is an emergency that requires an
30 immediate response, a critical situation that requires a reasonably
31 prompt response, or a noncritical situation that requires an
32 appropriately timely response; and

33 (4) a plan of action for the complaint and an estimate time frame
34 within which the action will be taken.

35 d. A resident advocate who fills out a form under subsection c.
36 of this section shall provide one copy of the form to the resident
37 submitting the complaint and one copy to the administrator of the
38 State veterans' memorial home. The resident advocate shall also
39 retain the advocate's copy for not less than one year after the
40 complaint is resolved.

41 e. A State veterans' memorial home shall make every reasonable
42 effort to make the resident advocate at that memorial home easily
43 identifiable by posting the name and work hours of the resident
44 advocate and shall make every reasonable effort to assure that the
45 plan of action prepared by the resident advocate under paragraph
46 (4) of subsection c. of this section is carried out within the time
47 frame set forth in the plan of action.

1 2. This act shall take effect immediately.

2

3

4

STATEMENT

5

6 This bill requires the Division of Veterans' Healthcare Services
7 in the Department of Military and Veterans' Affairs to establish a
8 position to be known as a resident advocate at each State veterans'
9 memorial home. The bill also requires that the resident advocate
10 would have a direct reporting relationship to the director of the
11 division.

12 Under the bill, the resident advocate would:

13 (1) act as a liaison between the State veterans' memorial home
14 and each of the residents at the State veterans' memorial home;

15 (2) receive complaints from residents at the State veterans'
16 memorial home; and

17 (3) respond to any concerns or grievances from the residents at
18 the State veterans' memorial home and, if appropriate, submit
19 concerns or grievances to the State Long-Term Care Ombudsman.

20 The bill also requires the division to develop, publish, and
21 distribute a written and electronic complaint form to be used by the
22 resident advocate to record any received complaints from the
23 residents at the State veterans' memorial home and establishes a
24 record retention requirement for those complaints.

25 Currently, the three State veterans' memorial homes are the
26 following: The New Jersey Veterans' Memorial Home-Menlo Park;
27 the New Jersey Veterans' Memorial Home-Vineland, and the New
28 Jersey Veterans' Memorial Home-Paramus.