

# ASSEMBLY, No. 5854

## STATE OF NEW JERSEY 219th LEGISLATURE

INTRODUCED JUNE 3, 2021

**Sponsored by:**

**Assemblyman VINCENT MAZZEO**

**District 2 (Atlantic)**

**Assemblyman JOHN ARMATO**

**District 2 (Atlantic)**

**Assemblywoman ANNETTE CHAPARRO**

**District 33 (Hudson)**

**Senator VIN GOPAL**

**District 11 (Monmouth)**

**Senator JOSEPH A. LAGANA**

**District 38 (Bergen and Passaic)**

**Co-Sponsored by:**

**Assemblyman Tully, Assemblywoman Swain, Assemblyman Benson, Assemblywomen Reynolds-Jackson, Murphy, Timberlake, Assemblymen Space, Wirths, Johnson, Assemblywomen Lopez, Vainieri Huttler, Jasey, 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.

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

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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 following  
26 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 (4)  
46 of subsection c. of this section is carried out within the time frame  
47 set forth in the plan of action.

1       2. This act shall take effect immediately.

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STATEMENT

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6       This bill requires the Division of Veterans' Healthcare Services in  
7 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 and  
14 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 the  
18 State veterans' memorial home and, if appropriate, submit concerns  
19 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.