

P.L. 2021, CHAPTER 219, *approved September 16, 2021*  
Assembly, No. 5854

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 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

1 plan of action prepared by the resident advocate under paragraph (4)  
2 of subsection c. of this section is carried out within the time frame  
3 set forth in the plan of action.

4  
5 2. This act shall take effect immediately.

6  
7  
8 STATEMENT

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

16 Under the bill, the resident advocate would:

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

19 (2) receive complaints from residents at the State veterans  
20 memorial home; and

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

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

29 Currently, the three State veterans' memorial homes are the  
30 following: The New Jersey Veterans' Memorial Home-Menlo Park;  
31 the New Jersey Veterans' Memorial Home-Vineland, and the New  
32 Jersey Veterans' Memorial Home-Paramus.

33  
34  
35 \_\_\_\_\_  
36  
37 Requires position of resident advocate at each State veterans'  
38 memorial home.