

[1.] (I) Minimum training requirements for all program staff and volunteers;

[2.] (II) Cooperation with the Department of Health and Mental Hygiene;

[3.] (III) Annual review of all ombudsman activities by the State Office on Aging;

[4.] (IV) Complaint review, investigation, and resolution procedures including provisions which assure the confidentiality of complaints and the right of privacy of any complainant or resident of a related institution;

[5.] (V) Maintenance by the local ombudsman of a recordkeeping or information system which assures the confidentiality of records or files and the right of privacy of any complainant or resident of a related institution; and

[6.] (VI) Access, review, and copying of medical records to the extent authorized by § 4-302(b) of the Health - General Article when the local ombudsman is the person in interest or as otherwise provided by law.

5A.

[(b)] (A) [(1)] In this section, the following words have the meanings indicated.

[(2)] (1) "Nursing home" means comprehensive care facilities and extended care facilities.

[(3)] (2) "Unclaimed deceased nursing home resident" means a resident of a nursing home who has not prearranged and prepaid for the disposal of his body and for whom no person has claimed the body and assumed funeral or burial responsibility upon the death of the resident.

[(c)] (B) The Director on Aging shall set guidelines for nursing home administrators with regard to funeral and burial arrangements for unclaimed deceased nursing home residents with the cooperation of the State Anatomy Board. The guidelines shall be consistent with § 5-406 of the Health - General Article.

[(d)] (C) The administrator of a nursing home shall immediately notify the Office on Aging of the death of an unclaimed deceased nursing home resident and shall obtain the prior approval of the Office on Aging for the burial and funeral arrangements for that resident.

Article 73B - Pensions

1.