

- (2) MINIMUM TRAINING REQUIREMENTS FOR ALL PROGRAM STAFF AND VOLUNTEERS;
- (3) COOPERATION WITH THE DEPARTMENT OF HEALTH AND MENTAL HYGIENE AND THE DEPARTMENT OF HUMAN RESOURCES;
- (4) ANNUAL REVIEW BY THE DEPARTMENT OF ALL OMBUDSMAN ACTIVITIES;
- (5) COMPLAINT REVIEW, INVESTIGATION, AND RESOLUTION PROCEDURES, INCLUDING PROVISIONS TO ENSURE THE CONFIDENTIALITY OF COMPLAINTS AND THE RIGHT OF PRIVACY OF A COMPLAINANT OR RESIDENT OF A RELATED INSTITUTION;
- (6) MAINTENANCE OF RECORDKEEPING OR INFORMATION SYSTEMS BY THE LOCAL OMBUDSMAN THAT ENSURE THE CONFIDENTIALITY OF RECORDS AND THE RIGHT OF PRIVACY OF A COMPLAINANT OR RESIDENT OF A RELATED INSTITUTION;
- (7) ACCESS, REVIEW, AND COPYING OF MEDICAL RECORDS TO THE EXTENT AUTHORIZED BY § 4-305(B)(3) OF THE HEALTH - GENERAL ARTICLE WHEN THE LOCAL OMBUDSMAN IS THE PERSON IN INTEREST OR AS OTHERWISE PROVIDED BY LAW; AND
- (8) A PROCESS FOR ASSISTING INDIVIDUALS WITH ORGANIZING AND OPERATING A FAMILY COUNCIL IN A NURSING HOME.

(E) STAFFING RATIOS.

THE SECRETARY SHALL ESTABLISH AND SUBMIT A BUDGET FOR MINIMUM STAFFING RATIOS FOR THE PROGRAM AT THE HIGHEST OF:

- (1) ONE FULL-TIME OMBUDSMAN PER 1,000 LONG-TERM CARE BEDS;
- (2) 20 HOURS OF OMBUDSMAN TIME PER WEEK PER AREA AGENCY; OR
- (3) 10 HOURS OF OMBUDSMAN TIME PER WEEK PER NURSING HOME.

(F) LIABILITY.

A REPRESENTATIVE OF THE PROGRAM MAY NOT BE HELD LIABLE FOR THE GOOD FAITH PERFORMANCE OF AN OFFICIAL DUTY.

(G) PROHIBITED ACTS.

- (1) A PERSON MAY NOT WILLFULLY INTERFERE WITH A REPRESENTATIVE OF THE PROGRAM IN THE PERFORMANCE OF AN OFFICIAL DUTY.
- (2) A PERSON MAY NOT RETALIATE OR MAKE REPRISALS WITH RESPECT TO ANY PERSON WHO FILED A COMPLAINT WITH, OR PROVIDED INFORMATION TO, A REPRESENTATIVE OF THE PROGRAM.