

11-15 Social Services

(a)

The medically related social and emotional needs of the resident shall be identified and services shall be provided to meet them, either by qualified staff (a social worker or social service associate), or through written procedures for referral to appropriate social agencies. (i) Facilities shall offer social services regardless of the size of the facility. (A) An individual on the facility staff shall be designated in writing to maintain liaison with social, health and community agencies. (B) As appropriate, there shall be arrangements with qualified social workers or recognized social agencies for consultation and assistance on a regularly scheduled basis. (ii) Current records and pertinent social data concerning personal and family problems medically related to the resident's illness and care shall be maintained in each resident's record by the social service personnel. (A) Up-to-date progress notes of relevant psycho-social issues and interventions shall be maintained in each resident's record by social service personnel. (iii) Policies and procedures shall be established for ensuring confidentiality of residents' social information. (iv) There shall be space provided to ensure privacy for interviews by social service personnel with the resident. (v) Provision shall be made for in-service training to facility staff directed toward understanding emotional problems and social needs of residents and the means of taking appropriate action in relation to them, and the necessity of confidentiality. (vi) Arrangements shall be made promptly when

financial assistance is indicated or personal finances are depleted, i.e., private paying residents no longer able to pay for care in the facility.

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