LTCOP True or False Questions:
(Circle T for True or F for False)

1. "Abuse" is any willful action or inaction that inflicts injury, unreasonable confinement, intimidation, or punishment of a vulnerable adult. T F
2. A complaint is verified if a resident tells you that it happened. T F
3. A Durable Power of Attorney (DPOA) can override the wishes of the resident if the resident is making a "bad" decision. T F
4. A LTC Ombudsman must enhance the resident's capacity to act on his or her own behalf. T F
5. A resident's surrogate decision-maker can sign an Advanced Directive for the resident. T F
6. Active listening is the act of hearing and responding both to the content and to the feeling of what is being said. T F
7. Adult family homes and boarding homes are required to employ Nursing Assistants (NACs or CNAs). T F
8. All employees of long-term care facilities are considered "mandated reporters" and must report abuse or neglect. T F
9. A complaint is any expression of dissatisfaction. T F
10. All people with dementia are incompetent to make decisions about their care. T F
11. An Adult Family Home (AFH) is a residential home licensed to care up to six adults. T F
12. Anyone who has dementia must have Alzheimer's Disease. T F
13. The LTC Ombudsman Program was created under the Social Security Act of 1935. T F
14. Before discharging a resident, a facility must try to avoid the discharge by providing reasonable accommodations for the resident's needs. T F
15. Boarding homes can limit the number of Medicaid beds in the facility. T F
16. Communications with an ombudsman are privileged and confidential. T F
17. Depression is a natural part of getting old and nothing can be done to help elderly people who are depressed. T F
18. Facilities do not have to tell prospective residents about the services they provide. T F
19. If a resident dies or is hospitalized, without giving 30-days move-out notice, the facility is permitted to keep all payments made through the end of the month. T F
20. Under State law, licensed long-term care facilities include nursing homes, boarding homes, adult family homes, and State Veteran homes. T F
21. If a resident is unhappy with his court-appointed guardian, he can simply revoke the guardianship by signing a "Revocation of Guardian" form. T F
22. Adult family homes and boarding homes are required to employ at least one Registered or Licensed Practical Nurse (RN or LPN). T F
23. If a resident wanders in the facility and is at risk of falling, the best course of action is to give him medication to stop the wandering. T F
24. If the Ombudsman cannot resolve a complaint, she must report the complaint to DSHS. T F
25. You should change the subject if a resident brings up a topic that is uncomfortable to you. T F
26. It is unlawful to willfully interfere with ombudsmen in the performance of their duties. T F
Legal guardians are required to first do what is in the best interest of the incapacitated person, regardless of the expressed wishes of the person. T F

Long-term care facilities must support and enable the exercise of resident's rights. T F

Long-term care facilities only serve people age 60 and over. T F

Long-term care facility staff can choose whether or not they want a LTC Ombudsman to come into their facility. T F

LTC Ombudsmen are considered to be "mandated reporters" and are required to report allegations of abuse and neglect to DSHS. T F

Adult family homes must disclose to prospective residents, information about the caregivers' experience and training. T F

LTC Ombudsman must obtain the consent of a resident (or legal representative) before looking at a resident's records. T F

Medicaid-certified nursing homes are permitted to have more than one waiting list for people seeking admission to the home. T F

A reason why residents don't report complaints is that they are unaware of their rights. T F

Medicare, the health insurance program for people 65 and over, pays for the majority of long-term care in our country. T F

Not all complaints require a full-scale investigation. T F

Nursing homes that are Medicaid- and Medicare-certified can turn a resident away because he or she is on Medicaid. T F

Poor training of staff can result in abuse or neglect of residents. T F

Putting full bedrails on a resident's bed is considered a physical restraint. T F

Residents have the right to decline needed medical services and treatment. T F

Residents identified as "difficult" or "chronic complainers" are at greatest risk of having their rights violated. T F

The LTC Ombudsman Program is part of the Washington State Department of Social and Health Services (DSHS). T F

The LTC Ombudsman Program began as a pilot project during the Nixon Administration. T F

Residents have the right to voice complaints or concerns without fear of retaliation. T F

The majority of people with a mental illness live in licensed long-term care facilities. T F

The only purpose of the LTC Ombudsman Program is to investigate complaints. T F

The Residents' Rights law forbids all long-term care facilities from requiring, or even requesting, a resident to sign waivers of potential liability. T F

Under Federal law, all states are required to have a LTC Ombudsman Program. T F

Washington State passed the first uniform residents' rights law in the country. T F

Residents should not attend their own Care Conferences because it may be too confusing or upsetting for them. T F

When investigating a complaint, it is always best to ask the resident "yes" or "no" questions to prevent confusion. T F

Yelling at or intimidating a resident, while impolite, is not considered abuse. T F