
Code Of Ethics For Ombudsmen

National Association of State Long Term Care Ombudsman Programs

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Code Of Ethics For Ombudsmen

Regardless of an ombudsman's level(s) or the complexity of the issue or problem which is being addressed, there is a basic set of principles which guide an ombudsman's decisions. The National Association of State Long Term Care Ombudsman Programs developed the following Code of Ethics for ombudsmen.



The Ombudsman

1. Provides services with respect for human dignity and the individuality of the client unrestricted by considerations of age, social or economic status, personal characteristics or lifestyle
2. Respects and promotes the client's right to self-determination.
3. Makes every reasonable effort to ascertain and act in accordance with the client's wishes.
4. Acts to protect vulnerable individuals from abuse and neglect.
5. Safeguards the client's right to privacy by protecting confidential information.
6. Remains knowledgeable in areas relevant to the long term care system, especially regulatory and legislative information, and long term care service options.



The Ombudsman

7. Safeguards the clients right to privacy by protecting confidential information
8. Will provide professional advocacy services unrestricted by his or her personal belief or opinion.
9. Participates in efforts to promote a quality long term care system.
10. Participates in efforts to maintain and promote the integrity of the long-term care ombudsman program
11. Supports a strict conflict of interest standard which prohibits any financial interest in the delivery or provision of nursing home, board and care services, or other long-term care services which are within the scope of involvement
12. Shall conduct him or herself in a manner which will strengthen the statewide and national ombudsman network.



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**The National Long-Term Care
Ombudsman Resource Center thanks all
ombudsmen who work so diligently on
behalf of long-term care residents.**