

STATE OF OKLAHOMA  
DEPARTMENT OF HUMAN SERVICES  
LONG-TERM CARE OMBUDSMAN PROGRAM

**CONFLICT OF INTEREST STATEMENT AND ETHICAL GUIDELINES**

The Older Americans Act Amendments of 1987 requires assurances that there is no conflict of interest within the Ombudsman Program. Our mandate is to establish mechanisms to identify and remedy any such conflict. To this end we ask that you study this document and sign it if you are able to provide the following assurance and meet the following ethical guidelines:

1. No Ombudsman or member of the Ombudsman's immediate family may own, operate, control, or have interest, voting rights, or outstanding indebtedness to or be employed by any company or facility or individual investigated by the Ombudsman.
2. No Ombudsman may solicit or accept from any person or organization directly or indirectly, money or anything of value if it could reasonably be expected to influence such Ombudsman's official actions or judgment or could reasonably be considered as a reward for any official action or omission on the part of the Ombudsman.
3. No Ombudsman who is assigned or acts as an official representative of his or her agency in the presentation of papers, talks, demonstrations, or making appearances shall solicit or accept fees, honoraria, or reimbursement of expenses for personal gain. Any fees or honoraria offered in connection with the above stated activities shall be paid to the agency.
4. Ombudsmen must be alert to anything which will impair their ability to objectively investigate complaints. The Ombudsman must avoid conflict of interest in the establishment of personal relationships which may affect impartiality on the job.
5. An Ombudsman may be involved in serving as officer or board member of a social, fraternal, or religious organization for which the Ombudsman receives no compensation or anything of value, as long as the organization is not affected by exercise of the Ombudsman's discretion.

**DISCLOSURE OF INFORMATION**

6. No Ombudsman may use or disclose information gained in the course of, or by reason of, the Ombudsman's official position or activities in any way without the express consent of the resident or complainant.
7. An Ombudsman shall disclose all past appointments, involvement,

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membership, or interest that may affect or could reasonably be expected to affect the Ombudsman's ability to investigate and resolve complaints in an objective and independent manner.

**NEPOTISM**

- 8. No Ombudsman shall effectively recommend or decide to hire or promote another person who is a member of the Ombudsman's immediate family.
- 9. No Ombudsman shall give preferential or favorable treatment in provision of service to a resident who is a member of his or her family.

**PUBLIC TRUST**

- 10. Business shall not be conducted in restaurants or other public places where a public observer might reasonably conclude that confidences may be breached due to lack of privacy.

I understand that I must uphold the ethical principles outlined above, and I affirm that I am free from any conflict of interest.

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Signature of:  Ombudsman Staff  Volunteer \_\_\_\_\_ Date \_\_\_\_\_