Wyoming Long-Term Care Ombudsman Program

The Ombudsman program protects the rights of individuals by investigating and resolving problems and grievances, providing information, and works with long-term care facilities to increase responsiveness to their residents. An ombudsman acts on behalf of residents who need help or request help advocating for themselves. The goal of the Long-Term Care Ombudsman Program is to improve the quality of life for long-term care residents. The program is funded by state and federal funds and is provided at no cost to consumers.

YOU have the right to be fully informed of:
- The type of care to be provided, and risks and benefits of proposed treatments
- Changes to the plan of care, or in medical or health status
- Rules and regulations, including a written copy of residents rights
- Contact information for the long-term care ombudsman program and the state survey agency
- State survey reports and the nursing facility's plan of correction
- Written notice before a change in room or roommate
- Notices and information in a language or manner the resident understands

To contact the ombudsman call 800-856-4398

Famous Food Pairs

ACROSS:
2. Bread & ______
5. Milk & ______
6. Salt & ______
7. Bacon & ______

DOWN:
1. Macaroni & ______
3. Fish & ______
4. Chips & ______
5. Peas & ______
YOU have the right
to raise grievances:

- Present grievances without discrimination or retaliation, or the fear of it
- Prompt efforts by the facility to resolve grievances, and provide a written decision upon request
- To file a complaint with the long-term care ombudsman program or state survey agency

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Famous Duos

Across
4. Batman & ______
5. Ozzy & ______
8. Rocky & ______

Down
1. Bert & ______
2. Hansel & ______
3. Simon & ______
6. Romeo & ______
7. Laverne & ______
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YOU have the right to a dignified existence:

- Be treated with consideration, respect, and dignity, recognizing each resident's individuality
- Freedom from abuse, neglect, exploitation, and misappropriation of property
- Freedom from physical or chemical restraints
- Quality of life is maintained or improved
- Exercise rights without interference, coercion, discrimination, or reprisal
- A homelike environment, and use of personal belongings when possible
- Equal access to quality care
- Security of possessions

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Family Tree

ACROSS:
3. Your brother's daughter
5. The father of your mother
7. The brother of your mother
8. A male child

DOWN:
1. The daughter of your son
2. Female partner in marriage
4. A female child
6. Your uncle's wife
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YOU have the right to privacy:
- Regarding personal, financial, and medical affairs
- Private and unrestricted communication with any person of their choice
- During treatment and care of personal needs

School Subjects

**Across:**
3. You will study a lot of maps in this class
4. You might write essays or read a play by Shakespeare
6. The study of religious ideas and belief systems
7. The study of living things
8. Paint and brushes are a part of this class

**Down:**
1. The study of the human mind
2. The study of elements and chemicals
5. You might need a calculator in this class

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YOU have the right to Self-Determination:

- Choice of activities, schedules, health care, and providers, including attending physician
- Reasonable accommodation of needs and preferences
- Participate in developing and implementing a person-centered plan of care that incorporates personal and cultural preferences
- Choice about designating a representative to exercise his or her rights
- Organize and participate in resident and family groups
- Request, refuse, and/or discontinue treatment

Gemstone Word Search

Ruby
Pearl
Garnet
Amethyst
Diamond
Sapphire
Peridot
Emerald
Jade
Onyx

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YOU have the right to access:

- Individuals, services, community members, and activities inside and outside the facility
- Visitors of your choosing, at any time, and the right to refuse visitors
- Personal and medical records
- Your personal physician and representatives from the state survey agency and the long-term care ombudsman program
- Assistance if a sensory impairment exists
- Participate in social, religious, and community activities
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YOU have rights regarding financial affairs:

- Manage your own financial affairs
- Information about available services and the charges for each service
- Personal funds of more than $100 ($50 for residents whose care is funded by Medicaid) deposited by the facility in a separate interest-bearing account, and financial statements quarterly or upon request
- Not be charged for services covered by Medicaid or Medicare

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YOU have rights during discharge/transfer:
- Right to appeal the proposed transfer or discharge and not be discharged while an appeal is pending
- Receive 30-day written notice of discharge or transfer that includes: the reason; the effective date; the location going to; appeal rights and process for filing an appeal; and the name and contact information for the long-term care ombudsman
- Preparation and orientation to ensure safe and orderly transfer or discharge
- Notice of the right to return to the facility after hospitalization or therapeutic leave

Types of Candy

Peppermint
Smarties
Chocolate
Gum
Caramel
Taffy
Whoppers
Snickers
Skittles
Suckers

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