

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**

Snohomish County Long-Term Care Ombudsman Program

27. 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**
28. Long-term care facilities must support and enable the exercise of resident's rights. **F**
29. Long-term care facilities only serve people age 60 and over. **T** **F**
30. Long-term care facility staff can choose whether or not they want a LTC Ombudsman to come into their facility. **T** **F**
31. LTC Ombudsmen are considered to be "mandated reporters" and are required to report allegations of abuse and neglect to DSHS. **F**
32. Adult family homes must disclose to prospective residents, information about the caregivers' experience and training. **F**
33. LTC Ombudsman must obtain the consent of a resident (or legal representative) before looking at a resident's records. **F**
34. Medicaid-certified nursing homes are permitted to have more than one waiting list for people seeking admission to the home. **T** **F**
35. A reason why residents don't report complaints is that they are unaware of their rights. **F**
36. Medicare, the health insurance program for people 65 and over, pays for the majority of long-term care in our country. **T** **F**
37. **Not** all complaints require a full-scale investigation. **F**
38. Nursing homes that are Medicaid- and Medicare-certified can turn a resident away because he or she is on Medicaid. **T** **F**
39. Poor training of staff can result in abuse or neglect of residents. **F**
40. Putting full bedrails on a resident's bed is considered a physical restraint. **F**
41. Residents have the right to decline needed medical services and treatment. **F**
42. Residents identified as "difficult" or "chronic complainers" are at greatest risk of having their rights violated. **F**
43. The LTC Ombudsman Program is part of the Washington State Department of Social and Health Services (DSHS). **T** **F**
44. The LTC Ombudsman Program began as a pilot project during the Nixon Administration. **F**
45. Residents have the right to voice complaints or concerns without fear of retaliation. **F**
46. The majority of people with a mental illness live in licensed long-term care facilities. **T** **F**
47. The only purpose of the LTC Ombudsman Program is to investigate complaints. **T** **F**
48. The Residents' Rights law forbids all long-term care facilities from requiring, or even requesting, a resident to sign waivers of potential liability. **F**
49. Under Federal law, all states are required to have a LTC Ombudsman Program. **F**
50. Washington State passed the first uniform residents' rights law in the country. **F**
51. Residents should **not** attend their own Care Conferences because it may be too confusing or upsetting for them. **T** **F**
52. When investigating a complaint, it is always best to ask the resident "yes" or "no" questions to prevent confusion. **T** **F**
53. Yelling at or intimidating a resident, while impolite, is **not** considered abuse. **T** **F**