

## Appropriate or Not?

**For each of the situations, determine whether the situation is or is not appropriate for an Ombudsman. Choose YES if you feel this is an appropriate Ombudsman situation. If you do not believe this an appropriate behavior for an Ombudsman, choose NO.**

**If you have any comments or questions about the situation, jot it down in the comments section for discussion.**

1. A resident in a wheelchair wants to talk to Joe the Ombudsman. But they are in a very noisy community room, so Joe pushes the resident to a quiet corner so he can hear the resident.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

2. Mrs. O'Reilly, a resident, tells the Ombudsman she would like to go to church in town each week for mass. The Resident states that she heard "The Ride" program takes two fellow residents, but she needs assistance to fill out the application and submit it. The Ombudsman asks the social worker to help the resident complete the application.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

3. Sean's wife works with a group of women making shawls for charity. They often bring them to the Activity Directors at long term care homes for distribution. Her group asks Sean to bring them to the home he visits as the Ombudsman.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

4. Kate, an Ombudsman, visits Joan Connelly, a resident, four weeks in a row, to follow up with her on an issue about her dentures.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

5. During a routine visit, an Ombudsman meets a family member who has a lot of questions regarding their mother's care. The family member is the invoked healthcare proxy. Because there is a lot of details, the Ombudsman gives the family member their personal email address to provide all the details.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

6. The Eternal Long Term Care Home has some younger long-term residents. One of them, Margie, has told Trisha, the Ombudsman that her DVD player no longer works, and she really misses watching her collection of movies. She does not have the funds to replace it. Next week, Trisha brings her an old DVD player that her own son no longer uses.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

7. Joan, the Ombudsman, has been visiting her long-term care home for four years and has gotten to know both residents and staff well. In fact, she and one of the aides have become quite friendly. Today, that aide invites Joan to dinner at her home and Joan is delighted to accept the invitation.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

8. Mrs. Smith, a resident, lets the Ombudsman know she is concerned about changes in her medications. The Ombudsman offers to ask the nurse to stop by and explain the changes to the resident, and the resident says that would be great.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

9. Lisa, the Ombudsman, chatted for a few minutes with the social worker and asked if she knew where she could find Ms. Jones because Ms. Jones had called the Ombudsman program about some issues.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

10. The Administrator of a home sends an email to the Ombudsman's personal email requesting advice regarding Joe Callahan, a resident with complex issues. The Ombudsman replies to the Administrator via that email.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

11. The resident council is holding a raffle to raise some funds. The top prize is a brand-new television. Judy the Ombudsman buys a few tickets.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

12. Carole, the Ombudsman, observes a large bruise on the nose of one of the residents that she visits. When Carole asked where the bruise came from, the resident said that it was from her glasses which are broken and don't fit her very well. She has difficulty seeing without her glasses and wants to know if Carole can help her get them fixed or replaced.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

13. After working her entire career in hospitals and long-term care, Ana retires and becomes an Ombudsman. About a year later, two of her former co-workers join the staff of the home she visits as the Ombudsman. She is happy to see them and continues her Ombudsman work at that home.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

14. Susan has a garden at home, and in the summer, she brings in flowers to the home where she is the Ombudsman. The flowers are placed in the activity room to be enjoyed by all the residents with a small sign acknowledging Susan.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

15. Ken, the Ombudsman often visits the nursing home at 12 and eats lunch with the residents.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

16. A resident tells the Ombudsman that when she went into the hospital, she gave her brother power of attorney over her finances. When she came to this home her brother and sister-in-law emptied out her account. She tells you she is almost well enough to go back home but now does not have any savings to pay for rent. She asks the Ombudsman to help get her money back.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

17. A resident's brother tells the Ombudsman he has concerns about how long his sister waits for assistance when he visits and asks for the Ombudsman's phone number so he can call the Ombudsman when it happens. The Ombudsman shares the contact card with the Ombudsman program contact information on it, explaining this is the best way to reach her. If no one answers, she tells him to leave a message – she will be able to follow up.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

18. While visiting a resident, the resident asks the Ombudsman to help her put her sweater on because she is chilly, so the Ombudsman assists her.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

19. A resident complains to the Ombudsman that her meals that are served in the room are cold and invites the Ombudsman to sample the food to see if she agrees. The Ombudsman finds a clean fork and takes a sample of the mashed potatoes and meatloaf and agrees with the resident.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

20. Betty the Ombudsman stopped by to drop off a book for her aunt who happened to be a resident of Rays of Sun Home. After dropping off the book and visiting with her aunt for thirty minutes, Betty proceeded to continue her Ombudsman visit of the Rays of Sun Home.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments:

21. A resident's daughter sees Chuck, the Ombudsman, in the hall and asks for her help. She says her mother needs to be fed. Since she arrived three months ago, she has lost a lot of weight. The daughter can't be here at meal times and wonders if the staff is feeding her. Every time she visits, her mother complains about being hungry. She asks Chuck what she can do to get help for her mother.

Yes \_\_\_\_\_

No \_\_\_\_\_

Comments: