HISTORY AND ROLE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM

A. TRUE/FALSE: Circle the correct answer.

T  F  1. The first ombudsman was an individual who impartially mediated issues between the government and average citizens.

T  F  2. From the beginning, Ombudsman positions have included the authority to make governmental agencies fulfill their legal responsibilities.

T  F  3. The Long-Term Care Ombudsman Program was created to respond to concerns about the care in nursing homes.

T  F  4. Long-Term Care Ombudsman Representatives (LTCO) are always neutral and impartial.

T  F  5. California is one of just a few states that have a Long-Term Care Ombudsman Program.

T  F  6. The primary role of the LTCO is to help residents help themselves, to empower residents.

T  F  7. The Long-Term Care Ombudsman Program is established in federal law and in California law.

T  F  8. LTCO are very limited regarding the types of issues they handle.

T  F  9. The Long-Term Care Ombudsman Program can penalize residential care facilities for the elderly and nursing homes that violate residents' rights.

T  F  10. Confidentiality is a major provision of the Long-Term Care Ombudsman Program.
B. Read and follow the directions for each question.

1. The Long-Term Care Ombudsman Program has many responsibilities, check all of the following which apply to this program.

___ provides information to residents, families, nursing homes, Residential Care Facilities for the Elderly
___ provides information to the general public and elected officials
___ follows strict confidentiality policies
___ works to improve facility practices affecting many residents
___ works only on cases about individual residents
___ works to change policies, laws, and regulations, to improve life for residents
___ does not encourage facilities to seek community resources and connections

2. List four (4) of the principles in the Code of Ethics for Long-Term Care Ombudsman representatives.

a. __________________________________________________________

b. __________________________________________________________

c. __________________________________________________________________

d. __________________________________________________________________
3. Draw a line from each item in the left column to the item in the right column that is the best match.

<table>
<thead>
<tr>
<th>Federal agency over the LTCOP</th>
<th>Volunteers who have been certified by the State LTCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>California Department of Aging</td>
<td>Area Agencies on Aging</td>
</tr>
<tr>
<td>Created the LTCOP</td>
<td>Office of the State Long-Term Care Ombudsman</td>
</tr>
<tr>
<td>Ombudsman Representatives</td>
<td>Administration on Aging</td>
</tr>
<tr>
<td>Local LTCO Programs</td>
<td>Older Americans Act</td>
</tr>
</tbody>
</table>

4. To be effective as a LTCO is to be a ________________.

5. The client for whom the LTCO advocates is always the ________________.

6. The primary role of a LTCO is investigating and __________ complaints made ___ or ______________ long-term care residents.

7. The California Ombudsman law gives the LTCO access to: _______________ and to _______________.

8. A LTCO is ______________ from liability for the good faith performance of official duties.

9. A LTCO may not have a ______________ interest in a long-term care facility in the state.

10. There are three additional roles for California LTCO discussed in the chapter, *History and Role of the Long Term Care Ombudsman Program*.

    List two (2) of these and give a brief explanation or description of each.

    (a) ____________________________________________

    (b) ____________________________________________