

**HISTORY AND ROLE OF THE LONG-TERM CARE
OMBUDSMAN PROGRAM
ANSWER KEY**

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 Skilled Nursing Facilities 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.

- a. *See the Code of Ethics in this chapter for possible answers.*

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.

Federal agency over the LTCOP
(Administration on Aging)

California Department of Aging
(Office of the State LTCO)

Created the LTCOP
(Older Americans Act)

Ombudsman Representatives
(Volunteers who have been certified
by the State LTCO)

Local LTCO Programs
(Area Agencies on Aging)

Volunteers who have been certified by
the State LTCO
Area Agencies on Aging

Office of the State Long-Term Care
Ombudsman
Administration on Aging

Older Americans Act

4. To be effective as a LTCO is to be a problem-solver.

5. The client for whom the LTCO advocates is the resident.

6. The primary role of a LTCO is investigating and resolving complaints made by or on behalf of long-term care residents.

7. The California Ombudsman law gives the LTCO access to residents.

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

9. A LTCO may not have a financial 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) Refer to this chapter of the curriculum for possible answers.

(b)