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.

   - X provides information to residents, families, nursing homes, residential care facilities for the elderly
   - X provides information to the general public and elected officials
   - X follows strict confidentiality policies
   - X 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.

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