

## RESIDENTS' RIGHTS ANSWER KEY

**A. TRUE/FALSE:** Circle the correct answer.

- T** **F** 1. Ombudsman representatives (LTCO) seek to enable others to speak up on their own behalf and to have direct, responsive communication between residents, family members, and staff.
- T** **F** 2. When LTCO are able to engage in a problem resolution process with one resident, the goal is for everyone to learn more about addressing issues.
- T** **F** 3. Both federal and state laws include a list of rights for residents.
- T** **F** 4. If a resident says, "I don't want this food," staff should immediately remove it.
- T** **F** 5. Residents, or their family members, have the right to make decisions about what the resident wants.
- T** **F** 6. Residents with a diagnosis of dementia can not participate in planning their care and in exercising choice.
- T** **F** 7. All residents have the right to regular access to private use of a telephone.
- T** **F** 8. It is OK for a facility to open a resident's mail if the facility is expecting a check to be deposited.
- T** **F** 9. When staff explain why something can not be done the way a resident wants, the LTCO role is always to help the resident understand the facility's position.
- T** **F** 10. In homes where resident participation in decision-making is discouraged, a LTCO needs to encourage residents to keep quiet about their preferences.
- T** **F** 11. Care planning can be used as a problem-solving vehicle to focus everyone's attention on the resident's needs, routines and preferences.
- T** **F** 12. If a daughter insists on a vest restraint to keep her mother from falling out of a chair, the nursing home must follow the daughter's wishes.

- T** **F** 13. Restraints may not be used to permit staff to administer treatment to which the resident has not consented.
- T** **F** 14. There are very specific provisions regarding involuntary discharge from a nursing facility.
- T** **F** 15. Nursing facilities can require a responsible party to guarantee payment as a condition of a resident's admission or continued stay.
- T** **F** 16. Nursing facilities need to use financial screening of all applicants for admission to be sure the facility can make enough money to stay in business.
- T** **F** 17. There is nothing a facility can do to help residents exercise their rights; residents either are outspoken enough to say what they want or they aren't.
- T** **F** 18. Resident councils exist so facility staff have a representative group to turn to when there are problems.
- T** **F** 19. There is no support in the nursing facility law for family councils.
- T** **F** 20. Since LTCOs are knowledgeable about facilities and requirements, a LTCO is the ideal person to be in charge of a family council.
- T** **F** 21. There are various legal mechanisms to protect an individual's self-determination to the greatest extent possible.
- T** **F** 22. A long-term care facility can be forced to comply with the terms of a living will.
- T** **F** 23. The process of getting a conservatorship of another person is difficult.

**B. FILL IN THE BLANKS**

1. List six (6) rights of nursing facility residents.

- (a) Refer to this chapter in the manual.
- (b) \_\_\_\_\_
- (c) \_\_\_\_\_
- (d) \_\_\_\_\_
- (e) \_\_\_\_\_
- (f) \_\_\_\_\_

2. List six (6) rights of residents in Residential Care Facilities for the Elderly.

(a) Refer to this chapter in the manual.

(b) \_\_\_\_\_

(c) \_\_\_\_\_

(d) \_\_\_\_\_

(e) \_\_\_\_\_

(f) \_\_\_\_\_

3. There are many reasons residents are uncomfortable speaking up for themselves. List three (3) of them.

(a) Refer to this chapter in the manual. \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

4. Quality of Care and Quality of Life are the two foundation sections of the Nursing Home Reform Law.

5. List two (2) activities mentioned in the Nursing Home Reform Law in which residents have a right to participate. (Note: These are not part of an activities program or calendar of activities in the facility.)

(a) resident groups;

(b) social, religious, and community activities;

(c) the survey process; or

(d) the administration of the facility

6. List three (3) things a LTCO can do to help residents prepare for and participate in their care planning conference.

(a) Refer to this chapter in the manual. \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

7. Restraints are considered medical treatment and residents have the right to refuse treatment. For a resident to make an informed choice about the use of a restraint, the facility should explain to the resident the potential negative outcomes of restraint use.
8. Progressive nursing homes have been able to drastically reduce the use of restraints through alternative care programs.
9. List three (3) reasons for which a nursing facility can involuntarily transfer or discharge a resident.
  - (a) Refer to this chapter in the manual.
  - (b) \_\_\_\_\_
  - (c) \_\_\_\_\_
10. List four (4) examples of abuse, neglect, or exploitation, of residents.
  - (a) Refer to this chapter in the manual.
  - (b) \_\_\_\_\_
  - (c) \_\_\_\_\_
  - (d) \_\_\_\_\_
11. Although regulatory and legal mechanisms have an increasing role in ensuring protection of resident's rights, the Ombudsman Program is the most effective mechanism for protecting residents' rights.
12. List four (4) things a facility can do to implement residents' rights.
  - (a) Refer to this chapter in the manual.
  - (b) \_\_\_\_\_
  - (c) \_\_\_\_\_
  - (d) \_\_\_\_\_
13. Residents' councils and family councils may need assistance in developing good organizational and leadership skills.
14. Conservatorship is the process of legally taking away rights from a person who is unable to make decisions for him/herself.
15. Conservatorship is used as the last resort to promote and protect the well-being of an incapacitated person.