

PLEDGE OF CONFIDENTIALITY FOR LONG-TERM CARE OMBUDSMAN TRAINEES/REPRESENTATIVES

During the training process you will receive confidential client case information. As a trainee you will have access to confidential information via telephone, case files, and meetings. It is therefore imperative that all Long-Term Care (LTC) Ombudsman trainees/representatives acknowledge the need for, and sign a pledge of confidentiality.

Confidentiality:

All conversations with or related to residents are confidential. To breach the confidentiality requirement, in any manner, is a violation of the law, even if it is without intent. The LTC Ombudsman must maintain the trust of residents. A LTC Ombudsman needs to assure residents that anything they say will be held in confidence.

The Older Americans Act prohibits the disclosure of the identity of any complainant or resident with respect to whom the Office maintains such files or record unless the complainant or resident, or the legal representative of the complainant or resident, consents to the disclosure and the consent is given in writing; the complainant or resident gives consent orally; and the consent is documented contemporaneously in a writing made by a representative of the Office; or the disclosure is required by court order.

Statement of Confidentiality

I declare the following:

That I will exercise good faith and every effort to maintain the confidentiality ethics mandated pursuant to section 42 U.S.C. 3058g(d) (Older Americans Act) and the California Welfare and Institutions Code, Section 9725 et seq.

That, in adhering to the established procedures of the LTC Ombudsman Program, I will maintain inviolate all confidences and information revealed to me through records, files, and statements made in person, by telephone, or on video. I further declare that I will not disclose any information relating to any complaint or investigation made regarding the identities of complainants, witnesses or residents unless such disclosure is authorized by the resident or his/her conservator or legal representative. No disclosures shall be made outside of the Program without the legal consent of any named witness, resident, client or complainant.

Print Name

Signature

/ /
Date