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The National **Long-Term Care**  
**Ombudsman** Resource Center

VIRTUAL



OFFICE

HOUR



*Last  
Wednesday  
of the Month*


*February 28, 2024*

A high-angle photograph of a swimmer in a pool lane. The swimmer is in the middle of a stroke, with their arms extended forward and water splashing around them. The pool is divided into lanes by white and purple lane lines. The text "STAY IN YOUR LANE" is overlaid in large, white, bold, sans-serif capital letters on the right side of the image. The water is a clear, bright blue.

STAY IN  
YOUR  
LANE



# **Your role as a resident- advocate**



*Misperceptions about your role or intent affects your credibility. Your actions send a message about your role and your work, but that message may not be the one you want to communicate.*

**“** *What are some actions that may lead to a perception of conflict of interest, that you are “siding with the facility,” or are not resident-directed?*



*How do you avoid or minimize situations that could lead to a perception of conflict of interest?*

**“** *When you receive a complaint from a family member, how do you explain your role/steps?*

“

*How do you determine whether to participate in a workgroup/task force?*



“

*Share an example of a situation when you questioned your role.*

**“** *Have you been asked to conduct an activity that was outside the role of the LTCOP? If so, how did you handle it?*

**“** *What do you do when you find out a volunteer representative has been conducting an activity at the facility?*

# Final Thoughts

- ▶ Be clear – explain your role early and often.
- ▶ Be direct and firm in maintaining your role – but remain professional in explaining what you can do within your role.
- ▶ Don't overpromise and underdeliver – explain potential risks/benefits for actions/outcomes.
- ▶ Be mindful of your actions (or inactions) to avoid misperceptions as best as possible.

# ▶ We Want to Hear from YOU!

***Wednesday, March 27, 2 - 3 ET***

- ▶ How do you train your representatives to stay true to the role and responsibilities of the program?
- ▶ What are some key program management considerations to ask yourself, and your representatives, to ensure boundaries are maintained?
- ▶ Share program management successful practices and challenges related to maintaining your role as resident-advocates.



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# Connect with us!

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 The National LTC Ombudsman Resource Center

 @LTCombudcenter



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