



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

Virtual Office Hour

**Successful Practices for Maintaining Boundaries
for Your Program**

March 27, 2024

LTCOP Volunteer Recruitment Promotional Video



<https://youtu.be/Pz5FFL0oNYE>

Successful Practices for Maintaining Boundaries for your Program



As an Ombudsman, how often do you think about “ethics?”



Often



Not that often



We have ethics?



I need more caffeine

Our Definition for Today:

“The principles of conduct governing an individual or group”

– Merriam-Webster Dictionary

Case Example

Mindy has a boyfriend in the facility. She instructs the Ombudsman not to tell her daughter.

- ✔ **Professional Ethics:**
Ombudsman protects Mindy's right to
- ✔ Privacy
- ✔ Safeguards confidential information

- ✘ **Morals/Personal Beliefs:**
- ✘ Ombudsman prides herself on being honest
- ✘ Believes family members should not keep secrets

Do individual Ombudsmen let their personal opinions override their professional/ethical duties?



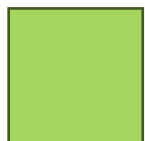
Yes



No



Sometimes



Only on Fridays

Are you familiar with the LTCO Code of Ethics on NORC's website?

- Yes (and I have it framed on my wall)
- No (and I'm not afraid to admit it)
- Kind of (will we be tested on this later?)

NORC Website:

NASOP's Code of Ethics and *NALLTCO's Code of Ethics* (same as NASOP's plus examples)

Code contains 12 statements, such as:

“The Ombudsman respects and promotes the client’s right to **self-determination.**”


“The Ombudsman shall conduct himself/herself in a manner that will **strengthen** the statewide and national **ombudsman network.**”

Can be boiled down to three areas:

“Rights of Resident” #2 - Respect and promote R’s right to self-determination. #3 - Make every reasonable effort to ascertain R’s wishes and act accordingly. #4 - Act to protect vulnerable individuals from abuse and neglect. #5 - Protect confidential information.

“Openness of Ombudsman” #1, #8 - Respect human dignity and individuality, unrestricted by personal beliefs and opinions; considerations of age, social or economic status; *[and other biases and privileges]*.

“Power of the Program” #6 – *[Attain/Maintain]* knowledge in relevant LTC areas, esp. laws and service options. #7 - Act in accordance with LTCOP’s policies/procedures and with respect for sponsoring organization’s policies.
#9 - Participate in efforts to promote a quality LTC system. #10 - Maintain and promote LTCOP integrity. #11 - Maintain strict standard for financial *[and other]* COIs. #12 - Act in a manner that will strengthen state/national LTCOP network.



1. The ombudsman provides services with respect for human dignity and the individuality of the client, unrestricted by considerations of age, social or economic status, personal characteristics, or lifestyle choices.

2. The ombudsman respects and promotes the client's right to self-determination.

3. The ombudsman makes every reasonable effort to ascertain and act in accordance with the client's wishes.

4. The ombudsman acts to protect vulnerable individuals from abuse and neglect.



5. The ombudsman safeguards the client's right to privacy by protecting confidential information.

6. The ombudsman remains knowledgeable in areas relevant to the long-term care system, especially regulatory and legislative information, and long-term care service options.



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

Connect with us!

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 The National LTC Ombudsman Resource Center

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