

RESIDENT'S RIGHTS: LISTENING TO YOUR RESIDENTS' VOICES

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MICHELLE GOINS PROGRAM MANAGER



WHAT DO WE DO?

**OMBUDSMAN ARE
ADVOCATES FOR RESIDENTS**

OMBUDSMAN ROLE



DO NOT CONDUCT LICENSING AND REGULATORY INSPECTIONS OR INVESTIGATIONS
OMBUDSMAN ARE KNOWLEDGEABLE OF FEDERAL AND STATE REGULATIONS AND
IF NECESSARY, WILL FILE A COMPLAINT WITH LICENSING AND REGULATORY AGENCIES
OR ADVISE ANOTHER INDIVIDUAL TO DO SO

ARE NOT ADULT PROTECTIVE SERVICES INVESTIGATORS
OMBUDSMAN PROVIDE INFORMATION REGARDING PREVENTING AND REPORTING
ABUSE, NEGLECT AND EXPLOITATION
DO INVESTIGATE SOME ALLEGATIONS OF ABUSE, NEGLECT AND EXPLOITATION
IF NECESSARY, WILL FILE A COMPLAINT ABOUT ALLEGED ABUSE, OR ADVISE
ANOTHER INDIVIDUAL TO DO SO

DO NOT PROVIDE DIRECT CARE FOR RESIDENTS
OMBUDSMAN SHARE INFORMATION ABOUT QUALITY CARE PRACTICES AND WAYS
TO ENHANCE THE QUALITY OF LIFE FOR RESIDENTS

OMBUDSMAN RESPONSIBILITIES⁺•

IDENTIFY, INVESTIGATE AND RESOLVE COMPLAINTS MADE BY OR ON BEHALF OF RESIDENTS

PROVIDE INFORMATION TO RESIDENTS ABOUT LONG-TERM CARE SERVICES

PROVIDE TECHNICAL SUPPORT FOR THE DEVELOPMENT OF RESIDENT AND FAMILY COUNCILS

ADVOCATE FOR CHANGES TO IMPROVE RESIDENTS' QUALITY OF LIFE AND CARE

SEEK LEGAL, ADMINISTRATIVE AND OTHER REMEDIES TO PROTECT RESIDENTS

ENSURE RESIDENTS HAVE REGULAR AND TIMELY ACCESS TO THE OMBUDSMAN PROGRAM

OMBUDSMAN FUNCTIONS



REGULAR ROUTINE VISITS

COMPLAINT INVESTIGATIONS

INFORMAL MEDIATION

IN-SERVICE TRAINING

INDIVIDUAL ADVOCACY

CLEARINGHOUSE OF INFORMATION ON LONG-TERM CARE

RESIDENT INTERVIEWS



HOW IS YOUR CARE?

HOW QUICKLY DO THEY ANSWER YOUR CALL LIGHT?

HOW IS THE FOOD? DO YOU GET ENOUGH?

DOES THE STAFF TREAT YOU WELL?

GIVE RESOURCES IF NEEDED/ASKED



COMMON VIOLATIONS OF RESIDENT'S RIGHTS

TIMELY ACCESS TO CARE (INCONTINENT CARE, SHOWERS, ETC.)

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RIGHT TO REFUSE MEDICATIONS/TREATMENT

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AUTONOMY TO MAKE OWN DECISIONS

RIGHT TO RETAIN AND USE PERSONAL PROPERTY

RIGHT TO RECEIVE MAIL UNOPENED

SAFETY OF PERSONAL PROPERTY

RIGHT TO HAVE VISITORS OF CHOOSING AT TIME OF CHOOSING

RIGHT TO ALCOHOL AND DIET OF OWN CHOOSING

RIGHT TO CARE PLAN UPON REQUEST



**WHAT CAN YOU DO TO
ENSURE RESIDENT'S RIGHTS
ARE NOT VIOLATED**

ENABLE AND EMPOWER RESIDENTS

INFORM RESIDENTS OF THEIR RIGHTS

TAKE DIRECTION FROM THE RESIDENT

RECOMMEND SOLUTIONS

REPORT BACK TO THE RESIDENT

COMMUNICATE HONESTLY AND DIPLOMATICALLY

BE KNOWLEDGEABLE ON CORRECT DISCHARGE PRACTICES

DO NOT FORCE WHAT YOU THINK IS RIGHT





**MOST IMPORTANTLY-LISTEN
TO WHAT RESIDENTS ARE
SAYING TO YOU**

THANK YOU

MICHELLE GOINS
405-982-2286

MICHELLE.GOINS@LTCO.OK.GOV