



CODE OF ETHICS FOR THE STATE LONG-TERM CARE OMBUDSMAN PROGRAM

1. The ombudsman provides services with respect for human dignity and the individuality of the resident, unrestricted by considerations of age, social or economic status, personal characteristics or lifestyle choices.
2. The ombudsman respects and promotes the resident's right to self-determination.
3. The ombudsman makes every reasonable effort to ascertain and act in accordance with the resident's wishes.
4. The ombudsman acts to protect vulnerable individuals from abuse and neglect.
5. The ombudsman safeguards the resident'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.
7. The ombudsman acts in accordance with the policies and procedures of the State Long-Term Care Ombudsman Program.
8. The ombudsman provides professional advocacy services unrestricted by his/her personal belief or opinion.
9. The ombudsman participates in efforts to promote a quality, long-term care system.
10. The ombudsman participates in efforts to maintain and promote the integrity of the State Long-Term Care Ombudsman Program.
11. The ombudsman supports a strict conflict of interest standard that prohibits any financial interest in the delivery or provision of nursing home, board and care services, or other long-term care services that are within their scope of involvement.
12. The ombudsman shall conduct himself/herself in a manner that will strengthen the statewide and national ombudsman network.

I have reviewed these ethics and understand that they apply to my work as an ombudsman in Maryland.

Name _____

Date _____