

State Long-Term Care Ombudsman Program
Code of Ethics

As a certified ombudsman, I am subject to a code of ethics similar to others in the long-term care field. I assume responsibilities and accountability for my actions as a representative of the Texas Health and Human Services Office of the State Long-Term Care Ombudsman. I recognize and adhere to the following points of ethics, and as a certified ombudsman will endeavor to:

1. Participate in efforts to maintain and promote the integrity and credibility of the State Long-Term Care Ombudsman Program.
2. Provide services with respect for human dignity and the individuality of the resident unrestricted by considerations of age, ethnicity, medical condition, source of payment, social or economic status, personal characteristics or lifestyle choices.
3. Provide professional advocacy services unrestricted by personal belief or opinion.
4. Recognize the boundaries of my own level of training and skills and consult with my supervising staff ombudsman or the Office when needed.
5. Maintain competence in areas relevant to long-term services and supports, including regulatory and legislative information and long-term care service options.
6. Assure the resident's rights as reflected in federal and state laws and regulations are known by and applied to the residents for whose protection they were written.
7. Respect and promote the resident's right to self-determination, making every reasonable effort to ascertain and act in accordance with the resident's wishes.
8. Safeguard the resident's right to privacy by protecting confidential information and acting only with proper consent from the resident.
9. Participate in efforts to promote a quality long-term care system and act to protect vulnerable individuals from abuse and neglect.
10. Adhere to policies and procedures of the State Long-Term Care Ombudsman Program and sponsoring agency.

I will do my utmost to uphold this code, as I understand the effectiveness and credibility of the ombudsman program depends, in part, on the way I carry out my responsibilities. The Office requires this signed Code of Ethics for my initial certification as a long-term care ombudsman.

Signature

Date