

Appropriate

- One of my residents has been hospitalized and has asked for my assistance.
- A resident requests that I attend a scheduled care plan meeting.
- A resident indicates that they never get their monthly spending allowance.
- Some family members have asked that I assist in getting a family council started in the facility.
- An administrator asks me to present a piece on residents' rights at new staff orientation.
- A resident has filed a complaint regarding the timely distribution of her medications. With consent, I ask the DON to access her medical record.
- One of my residents has a bruise of unknown origin. I call my coordinator with my concern.
- Several residents have indicated to me that they are not being toileted in a timely manner on the overnight shift. After speaking with my coordinator, I make a visit during this shift.
- A resident is having issues with her roommate and would like to move.

Inappropriate

- A resident asks that I get him a glass of water.
- A resident asks that I cash her check for her.
- A wheel chair bound resident requests that I wheel her into her room for a private conversation.
- I was asked by a unionized staff member to participate in a noon time rally for better staff wages.
- I give my personal phone number to residents, staff, and family members.
- I accept gifts from residents, families, and/or facility staff.
- I pray with all my residents.
- I pass out campaign materials for a preferred candidate.
- I applied for employment at the facility I am placed as Ombudsman.
- I arranged for my daughter's choir group to perform in the facility day room.
- I brought my dog "Skippy" in to cheer up the residents ☺
- I provide transportation for residents, families, or facility staff.
- I was asked to be on the facilities Ethics Committee.
- The DON's birthday was being celebrated today and I was offered a piece of cake at the nurse's station on my way by.
- I called up the phone company to help a resident dispute a perceived billing error.
- I buy residents food, clothing, supplies, and recreational items (books, DVD's, etc...)