National Guardianship Association
Business Office:
174 Crestview Drive, Bellefonte, PA 16823-8516
Toll Free: 877-326-5992 / Fax: 814-355-2452
Email: info@guardianship.org
Website: www.guardianship.org

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Assisted Living: What A Guardian Needs To Know

Course level: Intermediate

Writer: Holly Robinson, JD is associate staff director of ABA Commission on Law and Aging, where she directs the Older Americans Act-funded National Legal Assistance Support Project, and administers the Partnerships in Law and Aging Program in cooperation with the Borchard Foundation Center on Law and Aging. She formerly served as chief counsel to the Oregon House Judiciary Committee and as a deputy legislative counsel for the Oregon Office of Legislative Counsel, and is a member of the Oregon State Bar.

Course Objectives:

- The guardian will better understand a state's regulation of assisted living in states where the guardian practices.
- The guardian will better understand some considerations for choosing assisted living as an option for a ward.
- The guardian will acquire general knowledge about costs and payment systems that apply to assisted living.
- A guardian will better understand how to monitor and address the quality of care and services received by a ward living in assisted living.
- The guardian will acquire general knowledge about the legal issues that may arise in assisted living.

Course References:

- Your state statutes and administrative rules regarding assisted living facilities.
- Your state statutes and administrative rules regarding reporting of abuse of elders or vulnerable persons or persons with disabilities.
- Articles on AARP website describing what assisted living is and how to decide whether it's an appropriate option for an individual: www.aarp.org/families/housing_choices/assisted_living
- Online Consumer Guides to Assisted Living by National Senior Citizens Law Center: www.nsclc.org/consumer/important-topics-in-assisted-living-a-consumer-guide; www.nsclc.org/consumer/paying-for-assisted-living; www.nsclc.org/consumer/strategies
- Annual MetLife Market Survey of Assisted Living Costs. Provides monthly private pay assisted living costs for various regions in the 50 states and the District of Columbia: www.metlife.com/Applications/Corporate/WPS/CDA/PageGenerator/0,4132,P250%255ES883,00.html

- Eldercare Locator is a public service of the US Administration on Aging and is a national information and referral source: http://www.eldercare.gov/eldercare/Public/Home.asp
- National Center for Assisted Living *State Regulatory Review*. Report offers a state-by-state summary of assisted living regulations in 21 categories, provides contact information for the state agency that oversees assisted living activities and includes that agency's web site address. http://www.ncal.org/about/2007_reg_review.pdf
- National Long Term Care Ombudsman Resource Center provides support, technical assistance and training to the 53 State Long Term Care Ombudsman Programs and their statewide networks of almost 600 regional (local) programs. The Center's objectives are to enhance the skills, knowledge and management capacity of the State programs to enable them to handle residents' complaints and represent resident interests (individual and systemic advocacy. http://www.ltcombudsman.org/

I. Introduction to Assisted Living

A guardian's introduction to assisted living may come first through personal experience, when a close family member is no longer able to live independently and needs in-home support services. A range of support services may be provided in a person's home to help the person maintain their independence, dignity and choice, and may include assistance with bathing, dressing, toileting, meal preparation or shopping.

Or perhaps a guardian's introduction to assisted living comes when a ward, for health or safety reasons, needs an alternative housing option. Perhaps a ward is being discharged from the hospital or can no longer safely live at home.

The term "assisted living" describes a residential option that provides an older adult with housing, two or three meals a day, personal laundry and housekeeping services, a range of personal care services, medication management, transportation

and some social activities. The goal of assisted living is to provide the care needed in a way that promotes dignity, independence and choice in a home-like setting.

However, there is no standard definition of assisted living. The names, characteristics, and requirements for assisted living facilities differ from state to state. Regulations and licensure requirements vary significantly, contributing to a wide range of senior housing models that are considered assisted living. While the term assisted living is used in many parts of the country, other common terms include residential care facilities, board and care homes, adult homes, adult foster homes, and retirement residences. Assisted living facilities may be part of a retirement community, nursing home, senior housing complex or may stand alone. Assisted living providers include for-profit, non-profit, and religious organizations. Facilities range in size, services, the degrees of impairments of residents they are able to serve, costs and staffing.

In this training module, we will use the term “assisted living” to mean any group housing option that provides an older adult with housing, health services and a range of in-home support services, but not with skilled nursing or custodial care. In-home support services provided in assisted living generally include assistance with activities of daily living (ADL’s), personal care activities an older adult needs to perform to live independently, such as eating, bathing, dressing, toileting and getting in and out of a bed or chair, or instrumental activities of daily living (IADL’s), activities important to living independently such as using the telephone, doing housework, preparing meals,

managing money and shopping for groceries or personal items. In-home support services may be available on a private-pay basis or through publicly-funded programs.

A state's regulations, including its definition of assisted living and its statement of philosophy or purpose, provide a guardian with a framework for understanding what to expect an assisted living facility to offer or provide its residents.

Exercise: Review your state statutes and administrative rules to determine what assisted living is called in your state, to learn whether a state or local governmental agency licenses or otherwise regulates assisted living, and to familiarize yourself with the terminology and requirements of the regulations. It's a good idea to have ready access to a copy of your state laws and regulations. You can refer to your state statutes for free at www.findlaw.com; you may find some administrative rules there, too. Or ask your attorney for help in finding copies of any laws or regulations you may need.

II. Choosing Assisted Living as a Housing Option

At one time, it was anticipated that an older adult would move through a continuum of housing options – moving from living independently in one's own home to living in assisted living to living in a nursing home. But patterns are changing, and more and more older adults receive in-home support services in their own homes rather than moving to assisted living. Others may move to a smaller home that is better suited to their physical condition such as a home on one floor or with universal design or adaptive

modifications. Others may increase the level of services they receive in assisted living instead of moving to a nursing home.

When assessing the appropriateness of moving a ward to assisted living, or assessing the appropriateness of a certain facility, according to the National Guardianship Association's Standards of Practice, a guardian "shall carefully evaluate the alternatives that are available and choose the one that best meets the needs of the ward while placing the least restrictions on the ward's freedom, rights, and ability to control the ward's environment."[1] Before considering assisted living, a guardian should explore alternatives that would permit the ward to remain at home with the provision of in-home support services, or consider a move to a smaller home or to a unit in a retirement community or senior housing complex.

If assisted living is appropriate, the guardian should consider a facility that allows the ward the maximum independence, flexibility and privacy. In selecting a facility, the guardian should be guided by the values and lifestyle of the ward, using the principle of substituted judgment,[2] and involve the ward to the maximum extent possible in selecting the facility.[3]

One resource for locating assisted living facilities in your area is Eldercare Locator, a national information and referral program funded by the Administration on Aging, 1-800-677-1116. The website address for the Locater is

[1] National Guardianship Association, *Standards of Practice*, "Standard 8, Least Restrictive Alternative."
[2] National Guardianship Association, *Standards of Practice*, "Standard 7, Standards for Decision-Making."
[3] National Guardianship Association, *Standards of Practice,* "Standard 9, Self-determination of the Ward."

http://www.eldercare.gov/Eldercare/Public/Home.asp. There you can find contact information for your local Area Agency on Aging and State Long Term Care Ombudsman's Office, each of which may have information about residential options in your area.

A good match between a facility and a resident's needs depends as much on the philosophy and services of the assisted living facility as it does on the quality of care. When choosing an assisted living facility for a ward, consider the following:

- Think ahead. What will the ward's future needs be and how will the facility meet those needs?
- Consider whether the ward would get along with the people who live there.
- Determine that the facility can support any cultural, language, religious, or dietary preferences your ward may have.
- When possible, choose a facility that is located close to the ward's family and friends so that frequent visits are possible.
- Do not rely on advertisements or promotional material.
- Talk to residents of the facility about living in the facility.
- Observe how staff interact with and treat the residents.
- Observe the physical characteristics of the facility and how they may affect residents' privacy needs; for example, do residents have individual units or share a bedroom and bathroom with one or more other residents.

- Visit at meal times, sample the food, and observe the quality of meals and the service.
- Determine how much control or choice a resident has over daily activities such as time to go to bed or wake up, time of meals and food selection, and timing and frequency of bathing.
- Visit each facility more than once, sometimes unannounced. Visit in the evenings and during the weekend.
- Observe the cleanliness of the rooms, hallways and common areas.
- Talk to the licensing entity, and the Long Term Care Ombudsman, and review state licensing reports to determine whether the facility has experienced many problems.
- Meet with the facility administrator. During that meeting, obtain written information about all of the facility's charges and ask whether they are staffed to work with residents with changing health and safety needs.
- Determine if the facility has different levels of care or licensure, for residents with varying degrees of health needs, and whether they have specific facilities for residents with Alzheimer's disease or other forms of dementia.
- Determine how the facility decides that a resident needs a higher level of care and what procedures are in place for challenging that decision.
- Ask yourself if you would feel "at home" living in the facility.

Exercise: Familiarize yourself with some assisted living options in your area. Your area agency on aging is a good place to ask for a listing of residential options in your area.

Visit at least two facilities that provide you with a contrast of small and large facilities, for-profit and non-profit providers, providers that accept Medicaid and providers that accept private-pay residents only. Visit unannounced during the evening or on a weekend.

III. Paying for Assisted Living

Most residents pay privately for assisted living care using their income and assets. Some health and long term care insurance policies may cover some of the costs associated with assisted living.

It is very important for a guardian to learn what is included in the basic rate and how much additional services will cost. Assisted living service models may be all-inclusive, meaning that a resident pays a flat monthly fee for all services; an enhanced services model in which the residents pays a flat monthly fee for a prescribed set of services, and a fee-for-service model in which all services except for rent are priced and charged separately.

Whether a guardian is also responsible for making decisions regarding the finances of a ward or working with another person who has that authority, it is advisable to obtain the following information regarding any facility the guardian is considering:

- What is the monthly fee? How much of that is for room rent or for food? What other services are included if any? How often can the facility increase the fees? What happens if fees are increased and a resident cannot afford the higher fee?
- What health and personal care services are provided? Who delivers these services? Are they included in the monthly fee or are there additional charges?
- What recreation or cultural activities are available and are they included in the monthly fee?
- Is transportation provided to such things as doctor appointments, shopping and community activities? Is a separate fee charged?
- Are nursing services available at the site? What happens if a resident's health declines? Is the facility responsible for coordinating medical care?

According to the 2006 MetLife Market Survey of Assisted Living Costs, the private pay rate monthly rate for a private room with a private bath at a licensed facility averaged $2,968 per month, or $35,616 yearly. Monthly private pay base rates include room and board and typically at least two meals a day, housekeeping, and personal care assistance. Rates range considerably by region with North Dakota the lowest ($1,742 monthly) and the Bridgewater, New Jersey area the highest ($5,197 monthly).

In some states, Medicaid may pay for the service component of assisted living. States are steadily shifting the balance of long-term care spending from nursing home settings to home and community settings, including assisted living. States have several options for using Medicaid to fund services in residential services.

The federal Medicare program does not cover the costs of assisted living facilities or the care they provide.

Exercise: Determine what the typical private pay rate is for a private room with a private bath in an assisted living facility in your area. Determine what the requirements are for Medicaid eligibility in your area and whether Medicaid funds are available in your state to pay for any part of the cost of assisted living.

IV. Monitoring Quality of Care and Services in an Assisted Living Facility

Once a guardian makes the decision that it appropriate for a ward to move into an assisted living facility, or a guardian begins to make decisions on behalf of a ward living in an assisted living facility, the guardian's responsibilities in fact just begin. It is critically important to continually monitor the quality of care and services that a ward receives in an assisted living facility to assure quality care.

There are a number of steps that a guardian may take that will help the guardian advocate for the quality of care their ward receives:

- Together with the ward if possible, inform the staff about the ward's values and lifestyle before moving into the facility.
- Be a presence in the facility. Visit as often as you can.
- Become involved with the family or resident council if there is one.

- Be informed about the facility's Resident Rights.
- Participate in all service or care plan meetings. Review records beforehand and come to the meetings informed about the resident's needs and care.

Under the federal Older Americans Act, every state is required to have a Long Term Care Ombudsman Program that addresses complaints and advocates for improvements in the long term care system. An Ombudsman is an advocate for residents of nursing homes, board and care homes, and assisted living. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can provide suggestions and recommendations on developing successful approaches to resolving problems and making sure that the ward gets the highest quality of care.

Exercise: Review your state statutes and administrative rules to determine the state's requirements for developing and monitoring service plans, determine whether your state licenses differing levels of assisted living facilities, and determine whether the statutes or rules contain resident rights provisions that apply to assisted living facilities. Determine who is your state Long Term Care Ombudsman.

IV. Legal Issues that May Arise in Assisted Living

There are several legal issues to be aware of when a ward is living in or may move into an assisted living facility.

- **Guardian Authority** – Discuss with the facility administrator your legal status as guardian and the scope of your decisionmaking authority as it pertains to the ward and to the facility. Discuss how to best share information regarding your authority with staff. Make sure that you, as a guardian, have any necessary authority from the court to move your ward and change where she lives.

- **Admission Contracts -** Upon admission to an assisted living facility, a resident or a guardian is required to sign an admission contract. It is important to read the contract carefully and have it reviewed by an attorney if you have any questions. Significant issues to consider in evaluating an admission contract include the following:
    - Are monthly fees and basic services included in the monthly fee, additional charges or fees, and services that may be purchased for an additional cost all clearly stated in the contract?
    - Does the agreement ask residents to waive any basic rights? Does the contract attempt to relieve the facility of responsibility for lost or stolen property or for residents' personal injuries?
    - Does the contract specify criteria and procedures for transfer or discharge from the facility? How does the facility determine the point at which a resident cannot be served by the facility? What recourse does a resident have to challenge the facility's decision? Is there a grievance process?
    - If asked to sign the admission contract, be sure to clarify that you are signing the contract as the legal guardian of the person being admitted to

the facility but that you are not personally responsible for payment of the charges.

- **Negotiated Risk Agreements –** Under certain circumstances, the facility may ask you to sign a "negotiated risk agreement." Negotiated Risk Agreements were developed as a mechanism to enable older persons residing in regulated assisted living settings to exercise choice, even when the choice may entail some risk for the person. Their general use is controversial and their use to limit provider liability is likely illegal or unenforceable. They may have some limited value in structuring conversations about resident rights, choices and risks. If an assisted living provider initiates the process of negotiating a risk agreement, here are some considerations to be aware of:
    - Know your state requirements. Be familiar with any specific provisions relating to the negotiated risk process. A negotiated risk agreement cannot be used to override state laws concerning permitted levels of care or admission or discharge requirements.
    - Negotiated risk agreements should not be used as a means to avoid liability for negligent care or any other legal violations.
    - Carefully consider the appropriateness of a guardian entering into a negotiated risk agreement on behalf of a ward.

- **Fair Housing Act–** The Fair Housing Act protects individuals from discriminatory housing practices based on a number of characteristics, including disability. Most

applicants or residents of assisted living facilities meet the definition of “disabled” under the act and therefore are eligible for the protections provided under the act. The act applies to all multifamily dwellings with four or more housing units, including assisted living facilities. The following provisions of the act are especially pertinent to applicants or residents of assisted living facilities:

- A person has the right to request, at any time, a “reasonable accommodation in rules, policies, practices, or services” that would allow the person to participate as fully as a person without a disability or to remain in the person’s current housing situation.
- A housing provider must provide the reasonable accommodation unless the provider can show that doing so would impose an undue financial hardship or administrative burden or constitute a fundamental alteration in the service provided by the provider, or allowing the individual to remain in the facility constitutes a direct threat to the health or safety of others or would result in substantial physical damage to the property of others.
- Examples of reasonable accommodations in assisted living include may include modifications of policies regulating pet ownership in the facility, the use of motorized carts, the hiring of additional staff, guest visits, and procedures for admitting, transferring or discharging people.

- **Medicaid Estate Planning** – If there is a likelihood that your ward may deplete the ward’s resources paying for long term care and need to apply for Medicaid, it

is advisable to talk to an attorney to learn about eligibility requirements for Medicaid payment of long term care services and to plan for this occurrence.

- **Reporting Suspected Abuse, Neglect and Exploitation of Elders and Persons with Disabilities** – States have differing systems for defining and reporting suspected abuse, neglect and exploitation of elders and persons with disabilities, and of residents in assisted living facilities. States also differ in identifying who are mandatory reporters of abuse. You can find the telephone number for your state's abuse reporting hotline at http://www.ncea.aoa.gov/ncearoot/Main_Site/index.aspx. For example, under Virginia law, "a guardian or conservator of an adult" is a mandatory reporter of suspected abuse, neglect or exploitation of elders and incapacitated adults.[4] It is important to be familiar with any specific provisions relating to reporting suspected abuse, neglect or exploitation that may pertain to your ward or other elders or incapacitated persons you may come into contact with as a guardian or in your professional capacity.

Exercises:

- Review your state statutes and regulations to determine if they contain any requirements regarding admission contracts, negotiated risk agreements, or fair housing anti-discrimination provisions.

[4] Code of Virginia § 63.2-1606.

- Contact your local area agency on aging or local office of the state Medicaid agency to obtain information on eligibility requirements for Medicaid long term care services in your state and to determine whether coverage is available and what services Medicaid will cover.
- Identify the telephone number for reporting allegations of abuse, neglect or exploitation of vulnerable persons and of residents living in assisted living facilities in your area and determine whether you are a mandatory reporter of abuse and neglect based on your status as a guardian or your occupation or profession.

V. Summary

There are unique challenges to serving as a guardian for a person who lives in an assisted living facility. At the heart of both guardianship and assisted living is finding a balance between autonomy and protection of the resident. Both a guardian and an assisted living facility need to take into consideration the resident's ability to make choices, take risks and be as independent as possible.

But the guardian and the resident may have differing perspectives – the guardian is more likely to focus on the care and services provided by the facility to the resident, while the resident is more likely to be concerned about what the resident's new "home" is like.

It is important to remember that your ward isn't living in a "facility," in a "community setting" or in "a placement in the least restrictive environment." Your ward is living at home.

Website Training
TEST

ASSISTED LIVING: WHAT A GUARDIAN NEEDS TO KNOW

Test Information:
A passing score is 75%. There are 100 possible points. Each question's point value is identified**.**

Payment of $50 for NGA members or $60 for non-members (Family or volunteer guardian fee is $25 for NGA member or $30 non-member) must accompany the test answers for scoring to occur. You will be notified of your test score within two weeks by email. If you receive a passing score, a certificate will also be emailed.

Name _____Title_____

Address _____

_____

Phone _____

Email _____

Are you a member of the National Guardianship Association?	Yes	No
Are you certified through the Center for Guardianship Certification?	Yes	No
Would you like information about NGA membership?	Yes	No
Would you like information about becoming a National Certified Guardian?	Yes	No

TO MAIL TEST:

Enclosed is a check or money order for the
___ $50 NGA member fee
___ $60 Non- member fee
___ $25 Family/Volunteer NGA member fee
___ $30 Family/Volunteer Non-member fee

Make payable to NGA and address to:

NGA
174 Crestview Drive
Bellefonte, PA 16823-8516

TO FAX TEST:

Please bill my credit card as shown below for
___ $50 NGA member fee
___ $60 Non- member fee
___ $25 Family/Volunteer NGA member fee
___ $30 Family/Volunteer Non-member fee

Provide Credit Card Information and Fax To
814-355-2452

___ VISA ____ MasterCard

Card # _____ Exp._____

Name on Card _____

Signature _____

8/03/09-sgt

Please print your name at the top of each page: _____

Test Questions

1. (4 points) What department or agency regulates assisted living facilities in your state?

2. (4 points) What is the licensing term used to describe “assisted living” in your state?

3. (4 points) Does your state permit assisted living facilities to care for residents with Alzheimer’s disease or other forms of dementia?

4. (2 points) True or False: Older persons’ residential needs follow a uniform continuum from private home to assisted living facility to skilled nursing facility.

5. (3 points) Innovative design features such as wider doorways to accommodate wheelchairs, removal of steps in favor of ramps or curb cuts, and door levers rather than door knobs are called _____ design.

6. (3 points) What is the guardian’s responsibility in assessing the appropriateness of an assisted living placement, according to the NGA Standards of Practice?

7. (3 points) Name three alternatives that the guardian should consider before considering a placement in an assisted living facility.

8. (3 points) Name three key factors that should be assessed before considering any assisted living placement.

9. (3 points) Name three key considerations the guardian should have in choosing among available assisted living options for a ward.

Please print your name at the top of each page: _____

10. (2 points) Which is more important, everything else being equal?
a) Placing the ward in an assisted living facility near to the ward's family and friends
b) Placing the ward in the same facility where the guardian has other clients?

11. (2 points) Why should the guardian not rely on advertisements or promotional materials in selecting an assisted living facility for a ward?

12. (3 points) Why is it a good idea to visit an assisted living facility during meal times?

13. (3 points) Why is it a good idea visit a prospective assisted living facility during evenings or weekends?

14. (2 points) True or False: It is not advisable for a guardian to involve the ward when selecting a facility.

15. (3 points) Why is it a good idea to determine whether a resident can set her own sleeping schedule or must wake up at the time set by the facility?

16. (2 points) Which is more important, everything being equal?
(a) Placing a ward in a facility close to the guardian's office enabling the guardian to more easily monitor care
(b) Placing a ward in a facility 40 miles away where the facility staff and residents are more familiar with the resident's culture and native language.

17. (2 points) What is the typical private pay rate for a private room with a private bath in an assisted living facility in your area according to the Metlife Market Survey?

18. (3 points) A guardian arrives at the facility late one afternoon and discovers her ward in bed while the rest of the residents are eating in the dining room. The guardian asks a staff person to look at the ward's health records for information about the ward's condition. The staff person refuses to let the guardian see the records. What should the guardian do?
(a) Present identification to the staff person and explain to the staff person that the guardian has authority to see the records and ask the staff to locate a copy of the guardianship order in the file
(b) Walk away.
(c) Demand to see the administrator of the facility.

19. (2 points) True or False: A ward has been living in an assisted living facility with a no-pet policy. Because of the ward's increased agitation and verbal outbursts related to her dementia, the facility is considering discharging her. Her psychiatrist would like to prescribe a service animal for her to help manage her behaviors. The ward and her guardian may ask the facility for a waiver of the no-pet policy to permit the ward to have the service animal and remain in the facility and the facility must grant the waiver as a reasonable accommodation under the Fair Housing Act.

20. (2 points) Which is more important, everything being equal?
(a) Visiting a facility where a ward is residing as often as possible;
(b) Receiving regular telephone reports on the ward's condition and activities from facility staff.

21. (2 points) True or False: If a facility administrator asks you to sign a negotiated risk agreement on behalf of a ward who is diabetic and who refuses to eat a diabetic diet, the best course of action is not to sign it, talk to the ward, and address the issue through the ward's service plan instead.

22. (3 points) Upon entering your ward's room one afternoon, you find your ward asleep on the floor. After calling for staff to assist in getting the ward back into bed, what steps do you take next?
(a) Request an immediate physical examination of the ward to determine if the ward has any injuries;
(b) If you suspect neglect, report the alleged fall to the appropriate agency;
(c) Request a meeting with staff to review the situation;
(d) All of the above.

23. (2 points) True or False: The admissions agreement that the facility has asked you to sign contains a provision permitting the facility to evict a resident for any reason or without providing any process for challenging the eviction. The best course of action is sign the contract, so as not to make waves now with the facility, and worry about an eviction later, should it occur.

Please print your name at the top of each page: _____

24. (4 points) List four services a person receives in assisted living:

25. (2 points) True or False: The admissions agreement that the facility has asked you to sign contains a provision stating that the facility is not responsible for lost or stolen property of residents. The best course of action is to ask for a meeting with the facility administrator and explain that you will not sign a contract that contains any provisions that waive any rights of residents and ask the administrator for a new admissions agreement. If the administrator refuses, respectfully decline to sign the agreement and continue your search for an assisted living facility for your ward.

26. (4 points) List four behaviors that may be considered abuse, neglect or exploitation of a vulnerable person under your state law.

27. (2 points) True or False: A ward has been living in an assisted living facility that requires all residents who eat in the dining room to transfer themselves from a wheelchair to a chair at the dining room table. The ward is no longer able to transfer herself and the facility asks her to take her meals in her room. The ward and her guardian have no recourse from being banished from the dining room or challenging the facility's policy.

28. (2 points) True or False: Before you begin visiting some assisted living facilities in your area as possible housing options for your ward, it is a good idea to contact your local area agency on aging for information on housing options, to help narrow your search for appropriate residences for your ward and to use your time wisely.

29. (2 points) True or False: Before you begin visiting assisted living facilities in your area as possible housing options for your ward, it is advisable to be familiar with the ward's finances and how much money the ward has available to pay for assisted living services.

30. (3 points) You're concerned that staff are not attempting to engage your ward in activities offered by the facility and that your ward is being left increasingly alone in her room for long periods of time. What steps do you take to address your concerns:
(a) Request a care plan meeting with staff to review the plan and activities the ward may participate in;
(b) Contact the local ombudsmen's office and request the participation of the ombudsman in the care plan meeting;
(c) You do nothing because you're concerned about aggravating the staff;
(d) a and b.

Please print your name at the top of each page: _____

31. (2 points) Which is more important, everything else being equal?
(a) A staffing ratio and staffing schedule that permits staff to interact frequently with the residents and develop relationships with the residents;
(b) A staffing ratio and staffing schedule that is structured to meet the staffing needs of the facility?

32. (3 points) A ward tells you that she is unhappy living in her assisted living facility and wants to go "home." What should you do?
(a) Ignore her complaints and figure she'll get used to it over time;
(b) Work with the facility to ease the transition or identify the problems and discuss ways to resolve them;
(c) Re-assess whether this particular facility is the best option for the ward or whether another facility may be better suited for the ward;
(d) b and c.

33. (4 points) Which of the following are considered to be IADLs? (select all that apply)
(a) Getting dressed to go to the grocery store
(b) Walking to the grocery store
(c) Writing a check for the groceries purchased at the store.
(d) Preparing a meal with the groceries that were purchased at the store.

34. (4 points) Which of the following are services that should be included in the basic fee? (select all that apply)
(a) Room and Board
(b) Housekeeping services
(c) Incontinency supplies
(d) Two nutritious meals a day

35. (3 points) What are the responsibilities of a Long Term Care Ombudsman?

36. (3 points) What is the telephone number to call if you suspect abuse, neglect or exploitation of a vulnerable person?

Complete Brief Training Evaluation on the Next page

Please print your name at the top of each page: _____

Training Evaluation

1. I am more knowledgeable about how the state in which I practice regulates assisted living.
a. Strongly agree
b. Agree
c. Neutral
d. Strongly disagree

2. I am more aware of some of the considerations for choosing assisted living as an option for a ward.
a. Strongly agree
b. Agree
c. Neutral
d. Strongly disagree

3. I am more knowledgeable about the costs and payment systems that apply to assisted living.
a. Strongly agree
b. Agree
c. Neutral
d. Strongly disagree

4. I have a better understanding of how to monitor and address the quality of care and services received by a ward in assisted living.
a. Strongly agree
b. Agree
c. Neutral
d. Strongly disagree

5. I learned information about legal issues that may arise in assisted living.
a. Strongly agree
b. Agree
c. Neutral
d. Strongly disagree

6. I recommend another course on _____

7. I serve as guardian in the state of _____

8. I have been a practicing guardian for _____ years.