



**Press Release - Washington State**

**Date:** March 18, 2019

**New Video Tutorials & Reference Guides:**

Who Decides? Long-Term Care Residents & Surrogate Decision Making (Guardians & Powers of Attorney)

Residents in long-term care facilities commonly have a “surrogate” or “substitute” decision-maker, such as a court-appointed guardian or person appointed by a power of attorney. However, the intent and scope of that decision-maker’s authority is not always fully understood, which can complicate the ability to provide care and negatively impact a resident’s quality of life.

The Washington State Long-Term Care Ombudsman Program (LTCOP) has made available video tutorials and written reference guides that explain the authority that can be properly exercised by guardians and persons holding a power of attorney. They were developed at the direction of the Washington State legislature to specifically assist persons working in long-term care facilities, and are provided at no cost.

Presented in a clear and understandable manner, the video tutorials and reference guides are focused on the important information that all persons working in long-term care facilities should know about long-term care residents & their surrogate decision makers.

The video tutorials can be viewed in their entirety or in sections, as desired. Closed captioning is also available.

The reference guides are written in a frequently asked questions format, and can be viewed online or downloaded. They are currently available in English only. Spanish language versions will be available at a later date.

The video tutorials and reference guides are available on the LTCOP website:

<https://www.waombudsman.org/education/decision-making/>

Contact us if you have a question, complaint or concern about care or quality of life in long-term care facilities (nursing homes, assisted living or adult family homes). Our number is 1-800-562-6028 or file a complaint online at [www.waombudsman.org](http://www.waombudsman.org).

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