

State of Nevada Aging and Disability Services Division

Carson City

Las Vegas

Reno

Elko

Long Term Care Ombudsman Program



EXHIBIT P-1
Senior Citizens, Veterans and Adults
With Special Needs (A.B. 9)
Document consists of 11 pages.
Entire exhibit provided.
Meeting Date: 1-20-2010

~OUR MISSION~

To develop, coordinate, and deliver a comprehensive support service system in order for Nevada's senior citizens to lead independent, meaningful, and dignified lives.

Nevada's Ombudsman Program

"Stepping up for Elder Rights"





History of the Ombudsman Program

- The Ombudsman Program is prescribed in the Federal Older Americans Act of 1978
- Every state established an Ombudsman Program to visit facilities, listen to residents, help resolve problems, and, with the residents' permission refer serious complaints to other appropriate agencies
- The work of the Ombudsman Program is critical to help monitor long-term care settings
- Nevada Revised Statute 427A.125 appoints advocates for residents of long-term care facilities (Ombudsman)



Office of the State Long-Term Care Ombudsman (SLTCO)

- Justification
 - CFR Title 42, Chapter 35, Programs for Older Americans
 - NRS 427A
 - 50 states, D.C., Puerto Rico, and Guam
- Duties
 - Oversees the State Long Term Care Ombudsman Program (SLTCOP)
- Qualifications
 - Expertise and experience in long-term care and advocacy
 - Able to devote full time work to their position



What is an Ombudsman?

Advocate for seniors over the age of 60 residing in Long-Term care facilities

- Consent-driven advocacy
 - The resident must give the Ombudsman permission to address an issue or concern
 - If a resident is unable to give consent, consent is obtained from the resident's responsible party
 - If there is no responsible party, and it's in the best interest of the resident to move forward, the Ombudsman will proceed.



Functions of the Ombudsman

- Identify issues adversely affecting residents of LTC facilities
- Strive to resolve concerns to the satisfaction of residents
- Assist residents in protecting their health, safety, welfare, and rights
- Represent the interest of residents to other governmental agencies
- Monitor legislation pertaining to Long-Term Care facilities
 - Advocate on behalf of residents on legislation
 - Facilitate public comment on legislation
- Perform any activities as the State Ombudsman deems necessary
- Receive, investigate and attempt to resolve complaints made by or on behalf of residents of long-term care facilities.



The Role of the Ombudsman

- The Ombudsmen make regular routine visits to Long-Term Care Facilities that are non-complaint related.
- The purpose of these visits is to meet and talk to residents, family members, and staff regarding the Ombudsman Program and to offer our assistance if needed.
- The goal of the Ombudsman Program is to advocate on behalf of residents, and to help resolve issues and to provide a variety of information.
- The Ombudsmen investigate and attempt to resolve



Nevada's Ombudsmen are Certified!

The Aging and Disability Services Division, Elder Rights Unit completed a comprehensive training and certification program for the Ombudsman Program staff.

All Ombudsmen staff are now certified.

Elder Abuse

- The Ombudsman Program no longer investigates allegations of Elder Abuse, Neglect, Exploitation, or Isolation.
- This responsibility is now with the Aging and Disability Services Divisions “Elder Protective Service (EPS)Unit”.
- The EPS unit is housed in the same offices as the Ombudsman Program

Important Numbers



Carson City Regional Office

775-687-4210(office) 775-687-4264(fax)



Reno Regional Office

775-688-2964(office) 775-688-2969(fax)



Las Vegas Regional Office

702-486-3545(office) 702-486-3572(fax)

Elko Regional Office

775-738-1966(office) 775-753-8543(fax)



Thank you!

