

**Aging & Disability Services Division  
Long-Term Care Ombudsman Program**

Carson City Administrative Office  
3416 Goni Road, D-132  
Carson City, Nevada 89706  
775-687-4210  
775-687-4264(Fax)

Las Vegas Regional Office  
1860 East Sahara Avenue  
Las Vegas, Nevada 89104  
702-486-3545  
702-486-3572(Fax)

Reno Regional Office  
445 Apple Street, Suite 104  
Reno, Nevada 89502  
775-688-2964  
775-688-2969(Fax)

Elko Regional Office  
1010 Ruby Vista Drive, Suite 104  
Elko, Nevada 89801  
775-738-1966  
775-753-8543(Fax)

[www.NVaging.net](http://www.NVaging.net)



**NEVADA**

**Long-Term Care Ombudsman Program**



*"Home Means Nevada"*



*Your Ombudsman helping to ensure the Quality of your Life*

**EXHIBIT J – GroupHomes  
Document consists of 2 pages.  
Entire Exhibit provided.  
Meeting Date: 03-24-10**



***“Do not forget the hands of the Aged;  
They have touched much of Life.”***

## **AN OMBUDSMAN**

**IS** a certified advocate who speaks on behalf of residents 60 years of age and older in long-term care facilities

**IS** independent of the facility and employed by the State of Nevada, Aging and Disability Services Division

**IS** one who provides information to residents and their family members

**IS** available to assist residents in resolving issues and making informed decisions

## **KNOW YOUR RIGHTS**

Resident rights exist to safeguard and promote dignity, choice and self-determination, and to protect civil, personal and privacy rights.

Residents and families should be informed of the resident rights at the time of admission to the Long-Term Care facility.

An Ombudsman visits the Long-Term Care facility routinely, taking the time to assist you with your concerns including:

- Dignity and respect
- Admissions and Discharges
- Quality of Care
- Privacy/Confidentiality
- Dietary Issues
- Activities
- Environmental Concerns
- Personal Property



### **How to file a complaint**

You may file a complaint in writing, by phone, or in person. When you contact the office, details of your concerns will be obtained and if appropriate, a case will be assigned to an Ombudsman for investigation. After a thorough investigation, the Ombudsman will take appropriate action to resolve the problem. Names and details are kept confidential.