Long Term Care Ombudsman Program

The Ombudsman Program is a federally and state mandated program that was created to ensure the rights of residents in long term care facilities are respected. Ombudsmen are **advocates for residents** in long term care facilities and are certified by the State of Nevada to:

- Make unannounced, regular visits to licensed long term care facilities
- Mediate and attempt to resolve resident complaints
- Ensure resident rights are respected
- Provide unbiased placement information and referrals to long-term care facilities
- Educate families and the community on long-term care issues
- Report serious facility violations to state licensing agencies

If you have questions about your rights or have concerns about a long term care facility, contact the Long-Term Care Ombudsman Program toll free at

1-888-282-1155

Services are free and confidential

State of Nevada
Aging and Disability Services Division Offices

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

Elko Regional Office
1010 Ruby Vista Drive, Suite 104
Elko, Nevada 89801
775-738-1966

Las Vegas Regional Office
1860 East Sahara Avenue
Las Vegas, Nevada 89104
702-486-3545

Reno Regional Office
9670 Gateway Drive Suite 200
Reno, Nevada 89521
775-687-0800