

Aging and Disability Services Division

Mission Statement:

The mission of the Aging and Disability Services Division is to develop, coordinate and deliver a comprehensive support service system in order for Nevada's senior citizens to lead independent, meaningful, and dignified lives.



Aging and Disability Services Division



Long Term Care Ombudsman Program

Mission Statement:

- ♦ To empower residents and advocate for the protection of residents' health, safety, welfare, and rights
- ♦ To promote or support resident councils, family councils, and community groups
- ♦ To represent the interests of residents before governmental agencies
- ♦ To analyze, comment on, and monitor laws, regulations, and policies pertinent to long term care residents

For more information on developing a family council at your facility *contact:*

Aging and Disability Services Division

Carson City Administrative Offices
775-687-4210

Elko Regional Office
775-738-1966

Las Vegas Regional Office
702-486-3545

Reno Regional Office
775-688-2964

www.aging.state.nv.us



Aging and Disability Services Division

State of Nevada
Department of Health
and Human Services

Family Council



A family council is a group of family members and friends who commit their time to work together to improve the quality of life for nursing home residents.

Goals of Family Council

- **Advocate** to enhance quality of life and care for nursing home residents
- **C o m m u n i c a t e** concerns in a constructive manner and effectively channel complaints
- **Serve** as an advisory body to generate new ideas and innovative approaches for provision of care
- **Educate** new families and residents about long-term care policies and issues
- **Promote** resident rights and resident empowerment



Benefits of the Family Council

- **Opportunity** to help shape and create policies affecting the care of loved ones
- **Ensure** residents receive quality care, respect, and dignity
- **Gain** a support system drawn from shared goals and experiences of other families
- **Obtain** information and education regarding the long-term care system
- **Empowerment** through involvement, open communication and advocacy.
- **Build** a sense of community among families and within the facility.



Rights of Members

- **Federal law** states that families and guardians of nursing home residents have the right to hold meetings privately within the facility.
- **Facility** must provide a private meeting space, and designate a staff liaison
- **Staff** and other guests may attend the council by invitation.
- **Federal law** mandates the facility must respond to grievances and recommendations generated by the family council

