

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
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.aging.state.nv.us



NEVADA

Long-Term Care Ombudsman Program



“Home Means Nevada”



Your Ombudsman helping to ensure the Quality of your Life

KNOW YOUR RIGHTS



*“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

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.