



BRIAN SANDOVAL
Governor

STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION

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MICHAEL WILLDEN
Director

CAROL SALA
Administrator

July 07, 2011

To: Nursing Facilities

Residential Facilities for Groups (i.e. Group Homes/Assisted Living Facilities and Homes for Individual Residential Care (HIRC))

Re: Volunteer Long Term Care Ombudsman Program

Dear Administrator and Staff:

The purpose of this letter is to notify you of a new Volunteer Long Term Care Ombudsman Program through the Aging and Disability Services Division (ADSD). Nevada Revised Statute (NRS) 427A.127 states that the Administrator of ADSD may create a Volunteer Advocacy program to be administered by the State Ombudsman.

The Volunteer Long Term Care Ombudsman program is not replacing the current Ombudsman Program rather it will serve to augment the program.

Our agency has designed this new program with the resident in mind in order to increase residents' timely access to the Ombudsman program in all of Nevada's licensed long-term care facilities.

Volunteers will undergo a rigorous screening and application process. Additionally, each volunteer will participate in a specialized training course and will become a "Certified Volunteer Ombudsman." Volunteers will undergo the same background check as ADSD employees.

Volunteers will be supervised by Ombudsman Program supervisors and mentored by our Ombudsman staff under the direction of the State Ombudsman.

The Volunteer Long Term Care Ombudsman Program is anticipated to start July 2011.

Please feel free to contact me should you have any questions about this new and exciting program.

Thank you for your time and attention.

Respectfully,

A handwritten signature in cursive script that reads "Teresa Stricker".

Teresa Stricker, LASW