

You Can Make A Difference!

- You **CAN** improve the quality of life and care for vulnerable residents living in long-term care settings!
- You **CAN** promote and ensure that residents in long-term care facilities are treated with dignity and respect!
- You **CAN** empower residents to resolve their complaints!



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Volunteer Long Term Care Ombudsman Program

State of Nevada
Health and Human Services
Aging and Disability Services
Division



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Volunteer Long-Term Care Ombudsman Program Overview

Ombudsman

“One who speaks on behalf of another”

Who Can Become a Volunteer Long-Term Care Ombudsman?

If you are 21 years or older, have reliable transportation, are able to pass a background check, and possess a genuine care and concern for older adults you could be one of our esteemed volunteers.

What is the Commitment?

Volunteers go through a 12 hour training program including field training with seasoned Ombudsman staff. On-going training and in-service is required.

Volunteers are asked to commit to a one year term wherein they spend 4 hours per week volunteering for the program. Volunteer duties must be conducted during normal business hours Mon—Fri 8am to 5pm.

Duties of Volunteer Long-Term Care Ombudsmen

Volunteer Long-Term Care Ombudsmen serve persons who reside in Long-Term Care facilities by:

- Providing residents information about their rights and available resources.
- Obtaining factual information about resident’s complaints, and assist in the State Long Term Care Ombudsman program in the resolution of these complaints.
- Assure that residents receive quality of care and treatment from service providers.



Long Term Care Bill of Rights

Residents shall be:

- Free to voice grievances without fear of reprisal.
- Assured that they can exercise their rights as a citizen.
- Free from mental and physical abuse, and free from chemical and physical restraints.
- Discharged or transferred only for medical reasons, for their own welfare, or for non-payment.
- Entitled to associate and communicate privately with persons of their choice.
- Free to participate in social, religious and community activities.
- Assured access to their personal and medical records, to be informed about their medical condition, to participate in planning their care and treatment.
- Entitled to manage their personal financial affairs.
- Entitled to the option of keeping and using personal belongings as space permits.