

## 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  
9670 Gateway Drive, Suite 200  
Reno, Nevada 89521  
775-687-0800  
775-688-2969(Fax)

Elko Regional Office  
1010 Ruby Vista Drive, Suite 104  
Elko, Nevada 89801  
775-738-1966  
775-753-8543(Fax)

Website:

[www.adsd.nv.gov](http://www.adsd.nv.gov)

To report concerns about a long term care facility,  
please call the helpline at 1-888-282-1155

## State of Nevada Aging and Disability Services Division Long-Term Care Ombudsman Program



## KNOW YOUR RIGHTS



### AN OMBUDSMAN IS:

- a certified advocate who speaks on behalf of residents in long-term care facilities
- independent of the facility and employed by the State of Nevada, Aging and Disability Services Division
- one who provides information to residents and their family members
- available to assist residents in resolving issues and making informed decisions

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

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.

### 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.