

Long Term Care Ombudsman Program

A Long Term Care Ombudsman is a certified advocate for residents in long-term care facilities whose job it is to protect the rights of residents. An ombudsman is an independent, impartial mediator who investigates and resolves complaints made by, or on behalf of residents of long-term care facilities, which have not been resolved satisfactorily by the staff of those facilities.

The role of the Ombudsman includes:

- ◆ providing information to residents and their family members
- ◆ assisting residents in resolving issues and making informed decisions
- ◆ assisting long term care facilities with implementing resident and family councils.

Questions Please Contact Us

Long-Term Care Ombudsman Program

Carson City Administrative Office
3416 Goni Road, Suite 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)

**To report concerns in a long term
care facility please call:
1-888-282-1155**

www.adsd.nv.gov

RESIDENT COUNCILS

**An Informational
Brochure From the
Nevada Long Term
Care Ombudsman
Program**



**State of Nevada
Aging and Disability
Services Division**

What is 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

Communicate concerns constructively and effectively channel complaints

Serve as an advisory body to generate new ideas and innovative approaches for provision of care

Educate new families about long-term care issues and policies

Promote resident rights

Benefits of the Family Council

Opportunity to help shape policies affecting loved ones

Ensure residents receive quality care

Gain a support system drawn from shared goals and experiences of 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

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 meeting space, and designate a staff liaison

Staff may attend the council by invitation.

Federal law mandates the facility must respond to grievances and recommendations generated by the council