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| NCC - white oval_bevel_shadow_transp.png***State of Nevada******Department of Health and Human Services******Aging and Disability Services Division******rt Division Here>***ConsumerFACT SHEET |

**Long Term Care Ombudsman Program (LTCOP)**

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| **Purpose** |

 The Long Term Care Ombudsman Program (LTCOP) receives, investigates and attempts to resolve complaints made by or on behalf of residents who reside in long term care facilities. Long Term Care Ombudsmen work on behalf of the resident and his or her wishes and desires. Services provided by the Ombudsman Program are strictly confidential.

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| **Target Population** |

Residents of long term care facilities; Friends/relatives of persons living in long term care facilities; Staff members with resident-related concerns;

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| **Eligibility** |

Residents of licensed long term care facilities

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| **Services** |

* **Information and Education** - Informing residents and their families of their rights; Education to inform residents, families, facility staff and others on a variety of issues related to aging, long term care and resident’s rights; Informational services to the general public regarding the long term care industry in Nevada; In-service training for long term care professionals regarding trends affecting the quality of care for seniors; Information regarding the admission process
* **Complaint Resolution** - Assist to resolve complaints involving a person’s life in long term care (e.g. food, call lights, care concerns)
* **Advocacy** - Advocating for individualized care; Advocating for individuals concerning issues, including: Resident rights, quality of care, nutrition, admissions, transfers and discharges, medical care and treatment
* **Referral** - Referral to appropriate resources

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| **Program Policies and Procedures** |

Services are confidential. Ombudsmen must have consent from residents or their legal representatives to provide assistance and advocacy. Services are provided at no cost.

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| **How to Apply** |

Contact Aging and Disability Services Division:

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| **For Information** |
| **Long Term Care Ombudsman Helpline 1-888-282-1155****Las Vegas**1860 East Sahara Avenue, Las Vegas, NV 89104(702) 486-3545**Carson City** 3416 Goni Road, Suite D-132, Carson City, NV 89706(775) 687-4210 |  |
| **Reno**9670 Gateway Drive Suite 200 Reno, NV 89521(775) 687-0800 |  |
| **Elko**1010 Ruby Vista Drive, Suite 104, Elko, NV 89801(775) 738-1966 |

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| **Website** |
| <http://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/LTCOmbudsProg/>  |  |
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*Last Updated: 4/1/16 JWW*