



ARIZONA LONG-TERM CARE

**OMBUDSMAN**

*Advocating for Your Rights*

## Resident Rights:

- Right to self-determination
- Right to be treated with dignity, respect, and consideration
- Right to be free from the use of chemical and physical restraints
- Right to be free from abuse, neglect, and exploitation
- Right to participate in planning for care and treatment
- Right to participate in social and community activities at the facility and in the community
- Right to know about services and financial charges
- Right to express grievances without fear of retaliation
- Right to privacy in:
  - Written and telephone communications
  - Visits
  - Financial and personal affairs
  - Medical care



DEPARTMENT OF  
ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



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**Office of the State  
Long-Term Care  
Ombudsman**  
**1789 W Jefferson Street/  
Mail Drop 6288  
Phoenix, AZ 85007  
(602) 542-6454  
[ltpop@azdes.gov](mailto:ltpop@azdes.gov)**



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**Adult Protective Services**

[www.azdes.gov](http://www.azdes.gov)  
877-767-2385

**Arizona Department  
of Health Services**

[www.azdhs.gov](http://www.azdhs.gov)  
602-542-1025

**Arizona Center for  
Disability Law**

[www.azdisabilitylaw.org](http://www.azdisabilitylaw.org)  
1-800-927-2260

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