

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!



Contact:

Heather Korbulic

775-688-2964

hkkorbulic@adsd.nv.gov

Volunteer Long-Term Care Ombudsman Program

STATE OF NEVADA

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Brian Sandoval
Governor

Michael J. Willden
Director,
Department of Health
and Human Services

Carol Sala
Administrator,
Aging and Disability
Services Division



**AGING AND DISABILITY
SERVICES DIVISION**

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.

Duties of Volunteer Long-Term Care Ombudsmen

Volunteer Long-Term Care Ombudsmen serve persons 60 years of age and older who reside in Long-Term Care facilities by:

- Providing residents information about their rights and available resources.
- Obtaining factual information about resident's complaints, investigating and resolving these complaints and safeguarding the resident's rights.
- Assure that residents receive quality of care and treatment from service providers.



Bill of Rights For Long-Term

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.