



What is an Ombudsman?

A Long Term Care Ombudsman is a specially trained **advocate** who seeks to resolve complaints on behalf of residents of long term care facilities, including assisted living and skilled nursing facilities.

Ombudsmen are given the authority to receive, investigate, and assist in resolving complaints on behalf of residents through federal and state law. They make routine visits to facilities to talk with residents about their concerns and to monitor the conditions in the facilities.

What does an Ombudsman do?

- § Investigates and attempts to resolve complaints made by or on behalf of long term care residents;
- § Assists residents in obtaining needed services;
- § Identifies problem areas in long term care facilities and advocates for change;
- § Empowers residents and families to advocate for themselves;
- § Coordinates efforts with other agencies and service providers;
- § Promotes resident, family, and community involvement in long term care;
- § Educates residents, family, facility staff, and the community.

Residents Rights:

The right to self-determination.

The right to be treated with dignity, respect and consideration.

The right to be free from the use of chemical and physical restraints.

The right to be free from abuse, neglect, and exploitation.

The right to participate in planning for care and treatment.

The right to privacy in:

- § Written and telephone communications
- § Visits
- § Financial and personal affairs
- § Medical care

The right to participate in social and community activities at the facility and in the community.

The right to know about services and financial charges.

The right to express grievances without fear of retaliation.

Who else can you call for help?

Adult Protective Services

To report abuse, neglect, and/or exploitation.

www.azdes.gov

1-877-767-2385

AZ Department of Health Services

To report concerns about care and violations of federal and state licensing requirements.

www.azdhs.gov

Assisted living facilities

(602) 364-2639

Skilled nursing facilities

(602) 364-2690

Helpful Websites

Division of Aging and Adult Services

www.azdes.gov/daas

Administration for Community Living

www.acl.gov

Nursing Home Compare

www.medicare.gov

The National Consumer Voice for Quality Long Term Care

www.theconsumervoice.org

ARIZONA LONG TERM CARE OMBUDSMAN PROGRAM

Office of the State Long Term Care Ombudsman
 Division of Aging and Adult Services
 1789 W. Jefferson Ave., 950A
 Phoenix, AZ 85007
 (602) 542-6454

CONTACT YOUR LOCAL PROGRAM

Region 1: (602) 264-2255

Region 2: (520) 546-2007

Region 3: 1-877-521-3500

Region 4: Mohave County
 (928) 753-6247

Yuma and La Paz Counties
 (928) 217-7114

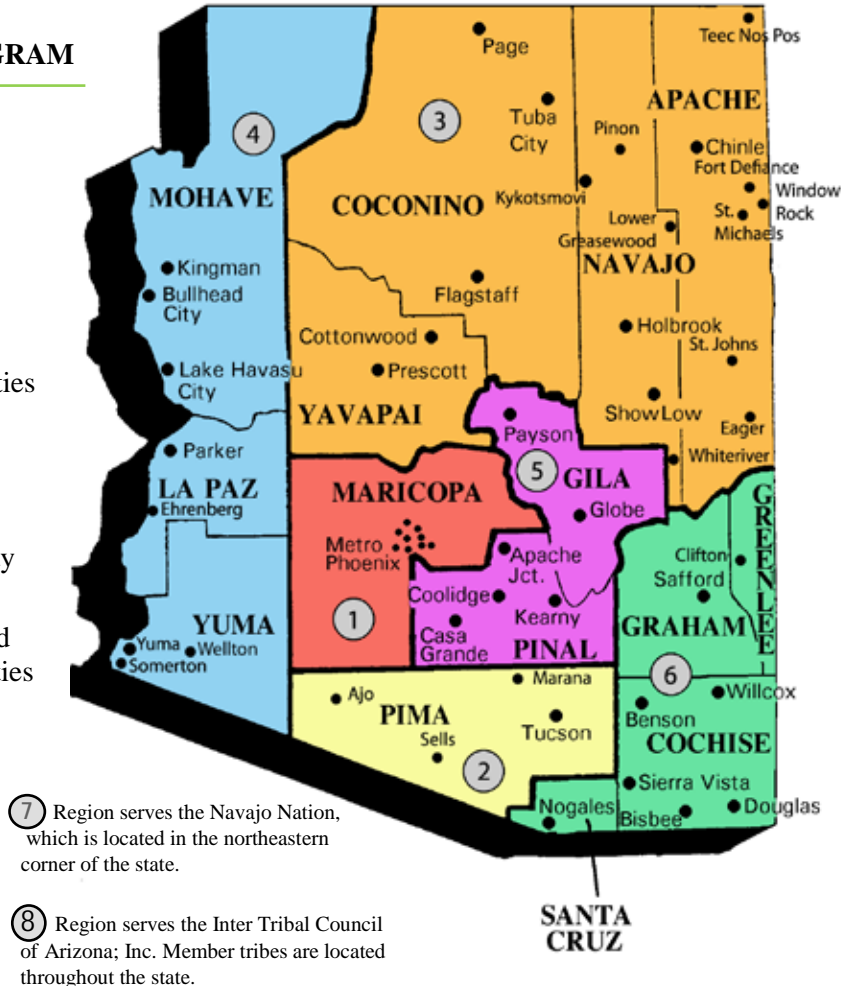
Region 5: (520) 836-2758 or
 1-800-293-9393

Region 6: Southern Cochise County
 (520) 432-5301

Graham, Santa Cruz, and
 Northern Cochise Counties
 (520) 287-3408

Region 7: (928) 729-4520

Region 8: (602) 258-4822



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ARIZONA LONG TERM CARE OMBUDSMAN PROGRAM

A free and confidential service with the goal of protecting, advocating and promoting the rights of residents in long term care facilities.

