

The Arizona Long -Term Care Ombudsman Program is a *free and confidential* service. Contact your Area Agency on Aging for assistance.

**Area Agency on Aging, Region One, Inc.**

(602) 264-2255

Serving: Maricopa County

**Pima Council on Aging**

(520) 546-2007

Serving: Pima County

**Northern Arizona Council of Governments**

(877) 521-3500

Serving: Apache, Coconino, Navajo & Yavapai Counties

**Western Arizona Council of Governments**

(928) 217-7114

Serving: Yuma, La Paz, & Mohave Counties

**Pinal-Gila Council for Senior Citizens**

(520) 836-2758 or (800) 293-9393

Serving: Gila & Pinal Counties

**SouthEastern Arizona Governments Organization**

(520) 432-2528 ext. 206

Serving: Santa Cruz, Cochise, Graham, & Greenlee Counties

**Navajo Nation-Division of Aging and Long-Term Care Support**

(602) 542-6454

Serving: Navajo Nation

**Inter Tribal Council of Arizona, Inc.**

1(800) 591-9370

Serving: 21 Tribal Nations

**Office of the State Long -Term Care Ombudsman**

1789 W Jefferson Street/Mail Drop 6288

Phoenix, AZ 85007

(602) 542-6454

ltcop@azdes.gov

**Other Helpful Resources**

**Adult Protective Services**

To report abuse, neglect, and/or exploitation

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

**Arizona Department of Health Services**

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

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

- **Assisted Living Facilities and Adult Foster Care Homes**

(602) 364-2639

- **Skilled Nursing Facilities**

(602) 364-2690



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Aging and Adult Services at 602-542-6454; TTY/TDD Services 7-1-1 • Disponible en español en línea o en la oficina local

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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

**Arizona Long -Term Care Ombudsman Program**



Providing free and confidential services to residents of long-term care facilities to enhance their quality of life.



ARIZONA LONG-TERM CARE

**OMBUDSMAN**

Advocating for Your Rights

# What is a Long -Term Care Ombudsman?

**A** Long-Term Care Ombudsman is a specially trained advocate for residents of long-term care facilities, which include nursing homes, assisted living facilities, and adult foster care homes. They seek to improve the quality of life, care, and environment for long-term care residents and work to resolve problems individual residents face.

An Ombudsman handles a variety of complaints and is given the authority to receive, investigate, and assist in resolving complaints through federal and state law. They visit long-term care facilities routinely to talk with residents and to monitor the conditions in the facilities.



**WE ARE  
HERE  
FOR YOU**

## Who does the Long -Term Care Ombudsman represent?

First and foremost, the Ombudsman's responsibility is to represent the resident and assist at his or her direction. The Ombudsman must have resident consent:

- Prior to investigating a complaint
- When referring a complaint to another agency
- When sharing resident/complaint information with anyone

### How can an Ombudsman help?

As an advocate, the Ombudsman can:

- Provide information and consultation about:
  - Resident rights
  - Provider and service options
  - Public benefit programs
  - Regulations that apply to long-term care facilities
- Investigate and work to resolve individual complaints relating to:
  - Quality of care or services
  - Quality of life
  - Rights violations
  - Access to services
  - Service termination
  - Discharge or eviction
  - Public benefit programs
- Work with service providers to promote a culture of resident-directed living
- Identify systemic issues and advocate for change



**Residents have the same rights as people who don't live in long-term care facilities. This includes the:**

- 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