

RESIDENT ADVOCACY POLICY

Any issue concerning resident mistreatment, abuse, neglect, misappropriation of resident property, non-compliance with the advance directives requirements, problems with roommates, dietary, laundry services, or any facility department or personnel should be promptly addressed with the appropriate department supervisor.

For those persons seeking additional assistance in the resolution of any Coos County Nursing Home (CCNH) related problems, our Social Worker, Candice Santy has been designated as our contact person. You can reach our Social Service Department at the Nursing Home Monday through Friday 8:00 am to 4:00 pm. Our telephone number is 752-2343. You may call for an appointment at any time during regular business hours.

All persons are encouraged to bring forward any and all concerns without fear of retaliation.

RESIDENT ADVOCACY PROCEDURE

1. All problems are presented in writing to the contact person (Candice Santy) for investigation and resolution.
2. Contact person seeks out those individuals directly involved in the particular incident being investigated. (Ex: dept. head, employees)
3. Should the department head or individuals involved be unable to resolve the problem, it is taken to the Nursing Home Administrator for his/her attention. Response should be given in writing.
4. You are free to contact the *OMBUDSMAN* for the State of New Hampshire at the following three addresses or telephone numbers:

New Hampshire Long Term Care Ombudsman Program

Division of Elderly and Adult Services
129 Pleasant St., Concord, NH 03301-6505
Tel. (603) 271-4375 or 1-800-442-5640

OR

Department of Health and Human Services

Office of Program Support
Health Facilities Administration
1-800-852-3345, ext. 9499 or (603) 271-9499
TDD access 1-800-735-2964

OR

Medicaid Fraud Unit
Attorney General's Office
33 Capital Street
Concord, NH 03301
Tel. (603) 271-1246

For those Developmentally Disabled & Mentally Ill Residents of LTC facilities write or call:

Disability Rights Centers, Inc.
18 Low Ave.
Concord, NH 03302-4971
Tel. (603) 228-0432 or 1-800-834-1721