



RESIDENT ADVOCACY POLICY

Any issue concerning resident mistreatment, abuse, neglect, exploitation, misappropriation of resident property, non-compliance with the advance directives requirements, requests for information regarding returning to the community, 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 Coös 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 address or telephone numbers:

Office of the Long-Term Care Ombudsman
Office of the Commissioner
NH Department of Health and Human Services
129 Pleasant St., Concord, NH 03301-6505
Tel. (603) 271-4375 or 1-800-442-5640
TDD access (800) 735-2964
www.dhhs.nh.gov/oltco/contact.htm

5. You are free to contact the State Survey Agency concerning any suspected violation of state or federal nursing facility regulations at the following address or telephone numbers:

Department of Health and Human Services

Bureau of Health Facilities Administration

Office of Operations Support

129 Pleasant Street

Concord, NH 03301

1-800-852-3345, ext. 9499 or (603) 271-9499

TDD access 1-800-735-2964

www.dhhs.nh.gov/oos/bhfa/contact.htm

6. How to Report Fraud and Abuse of the Medicaid Program:

Office of the Attorney General

Medicaid/Healthcare Fraud Unit

33 Capitol Street

Concord, NH 03301

Tel. (603) 271-1246

www.dhhs.nh.gov/oji/fraud.htm

7. For Concerns regarding returning to the community, you are free to contact your local resource agency:

ServiceLink Resource Center

610 Sullivan St.

Berlin, NH 03570

Tel. (603) 752-6407 or 1-866-634-9412

www.nh.us/servicelink

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

Disability Rights Centers-NH, Inc.

64 North Main Street, Suite 2, 3rd Floor

Concord, NH 03301-4913

Tel. (603) 228-0432 or 1-800-834-1721

V/TTY – fax: 603-225-2077

advocacy@drcnh.org

