

Resident's Rights

- Be treated with dignity and respect.
- Be free from chemical and physical restraints.
- Manage their own finances.
- Voice grievances without fear of retaliation.
- Associate and communicate privately with any person of their choice.
- Send and receive personal mail.
- Have personal and medical records kept confidential.
- Apply or state and federal assistance without discrimination.

For more information,
Contact the
Division of Senior Citizens DPHSS



Phone: (671) 735-7415/7421

Fax: (671) 735 - 7416

Website: <http://dphss.guam.gov>

Email: dsc.ombudsman@dphss.guam.gov



Mailing Address:

123 Chalan Kareta

Mangilao, Guam 96913-6304



Location:

130 University Drive, Suite 8,
University Castle Mall, Mangilao

Funded by Title VII of the Older Americans Act through the Administration for Community Living (formerly the Administration on Aging)

DIVISION OF SENIOR CITIZENS

Department of Public Health and Social Services

GOVERNMENT OF GUAM

Ombudsman Services Program



What is an Ombudsman?

An Ombudsman is a person who visits older individuals (60 years and older) at nursing and long-term care homes to enhance the quality of their lives by hearing and resolving concerns and advocating for their rights.

What can I talk to the Ombudsman about?

- Resident's rights
- Quality of care
- Loss of personal items
- Conflicts with staff
- Financial matters
- Food likes and dislikes
- Any other concerns

Can I talk to the Ombudsman in confidence/private?

YES! The Ombudsman will not repeat your conversation to anyone unless you give permission to do so.

Is the Ombudsman an employee of the nursing home?

NO! The Ombudsman is employed by the Division of Senior Citizens, Department of Public Health and Social Services, partially funded under Title VII of the Older Americans Act.

When will the Ombudsman visit?

The Ombudsman is scheduled to visit once a month. Ask the nursing home Social Worker what day you can expect to meet with the Ombudsman.

Families and friends of residents are welcomed and encouraged to contact the program and their concerns.

