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|   |   |   |
|   | Required Postings (SNF) |   |
|   |   |   |

# Contact Information

**Colorado State Long-Term Care Ombudsman Program (LTCOP)**

1575 Sherman St.

Denver, CO 80203

Phone: (303) 862-3524

Website: <https://www.coombudsman.org/>

email: cdhs\_ltcombudsman@state.co.us

**Local Ombudsman**

[Find an Ombudsman Link](https://www.coombudsman.org/resources/find-an-ombudsman/)

**CDPHE – State Survey Agency**

Colorado Department of Public Health and Environment

4300 Cherry Creek Drive South

Denver, CO 80246

phone: 303-692-2000 or toll free 800-886-7689.

**Telligen (QIN/QIO)**

7730 E. Belleview Ave. Suite 300
Greenwood Village, CO 80111
Courtnay Ryan, Senior Quality Improvement Coordinator
Phone: 720-612-3111, cryan@telligen.com

**Disability Law Colorado**

455 Sherman St. #130, Denver, CO 80203

Phone: 303-722-0300 or toll free 800-288-1376

send an email request to dlcmail@disabilitylawco.org

**Colorado Board of Examiners of Nursing Home Administrators**

1560 Broadway, Suite 1350

Denver, CO 80202

Phone: 303-894-7800 | Email: dora\_nha@state.co.us

File a Complaint online at: <https://apps2.colorado.gov/dora/licensing/activities/complaint.aspx>

# Grievance Procedure

* Right to file grievances orally (meaning spoken) or in writing; the right to file grievances anonymously;
* the contact information of the grievance official with whom a grievance can be filed, that is, his or her name, business address (mailing and email) and business phone number;
* a reasonable expected time frame for completing the review of the grievance;
* the right to obtain a written decision regarding his or her grievance; and
* the contact information of independent entities with whom grievances may be filed, that is, the pertinent State agency, Quality Improvement Organization, State Survey Agency and State LongTerm Care Ombudsman program or protection and advocacy system;

# Staffing Data (daily)

* the total number of staff
* the actual hours worked by those staff
* The information should reflect staff absences on that shift due to call-outs and illness. [retain postings for 18 months]

# Statement of deficiencies following most recent survey

or a notice stating the location and times at which the statement can be reviewed.

# Resident Rights

State and Federal must be provided at admission and be posted and accessible at all times.

# Employee Rights

Most organizations purchase through vendor to ensure most updated versions (OSHA, State, Federal)

# Anti-Retaliation notice

(see slide below – added with Oct. 2022 ROPs update)

