

*Office of the State
Long-Term Care Ombudsman*

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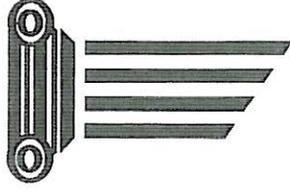
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or

*Local Long-Term Care
Ombudsman Program*



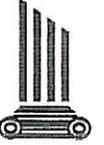
*Virginia's
Long-Term Care
Ombudsman
Program*

"Advocating for Quality Care"

*Office of the State
Long-Term Care Ombudsman
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Virginia Association of Area Agencies on Aging
24 E. Cary Street, Suite 100
Richmond, Virginia 23219*

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MISSION

The mission of the Ombudsman Program is to act as an advocate for older persons receiving long-term care, whether the care is provided in a nursing home or assisted living facility, or through community-based services to assist persons still living at home. Local Ombudsmen provide information and assistance to help resolve care problems.

OBJECTIVES

- ◆ Receive, investigate, and work to resolve complaints involving quality of long-term care.
- ◆ Assist residents in exercising their rights.
- ◆ Mediate concerns between residents (and/or their families) and the facility.
- ◆ Provide information about public benefits, long-term care options and additional resources.
- ◆ Monitor and address regulation and policy affecting long-term care recipients.

OMBUDSMAN

An Ombudsman is a person who assists residents of nursing homes, and assisted living facilities, as well as persons age 60 and older receiving community based services, to resolve problems concerning the quality of their care.

PRINCIPLES

Solution Oriented

When consumers of long-term care services are unable to resolve problems on their own, the Ombudsman will assist them to find a solution.

Confidential

Complaints may be reported anonymously to the Ombudsman Program. The identity of persons making complaints will not be released without appropriate authorization.

Resident Centered

The needs, rights, and concerns of the long-term care recipient are the primary guide for the actions of the Ombudsman.

BACKGROUND

The Ombudsman Program is mandated under the federal Older Americans Act to receive, investigate, and resolve complaints made by or on behalf of persons in nursing homes and assisted living facilities. In Virginia, the General Assembly expanded the program's scope in 1983 to include community based long-term care services provided by state and private agencies.

The Virginia Association of Area Agencies on Aging, a private, non-profit organization, began management and operation of the State Long-Term Care Ombudsman Program under contract with the Virginia Department for the Aging (VDA) on July 1, 1995 in response to the General Assembly action transferring the program from the VDA to the Area Agencies on Aging. The program operates 20 local Ombudsman Programs throughout the state providing direct service in their communities.