

## **Long-Term Care Ombudsman, Statewide**

Age Requirements

0-5

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6-12

,

13-21

,

22-55

,

56-60

,

60+

Family

No

Virginia Office of State Long-Term Care Ombudsman Program

<http://www.elderrightsva.org/>

Main

(804) 662-7000

Toll-Free

(800) 552-5019

Dept. for Aging and Rehabilitative Services,

8004 Franklin Farms Drive

23229 VA

United States

The office of the State Long Term Office serves as an advocate for older persons who are residents of long term care facilities, whether the care is provided in a nursing home or assisted living facility, or through community based services. Local Ombudsmen provide information and assistance to help resolve care problems. Ombudsmen receive, investigate, and work to resolve complaints involving quality of care; assist residents in exercising their rights; mediate concerns between residents and/or their families and the facility; provide residents and their families with

information about public benefits and additional resources; and monitor and address regulation and policy affecting long term care recipients. The Ombudsman program is solution oriented, confidential and resident centered. The needs, rights, and concerns of the long-term care recipient are the primary guide for the actions of the Ombudsman.

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. The General Assembly expanded the program's scope in 1983 to include community based long-term care services provided by state and private agencies.

Service Area(s)

Statewide