

## Did you Know Ombudsmen are Advocates for Consumers Receiving Home Care Services?

Consumers have a right to expect home health caregivers to:

- Arrive on time each day and show up on the day they are scheduled to work.
- Provide individualized person-centered care allowing consumers to make choices and decisions about their care and life.
- Provide quality care in a dignified manner. *(Respects personal privacy, explains what they are going to do, and involves the consumer in their plan of care.)*
- Treat their home and belongings with respect.
- Maintain confidentiality and professional boundaries. *(Does not ask the consumer for money, to look at their financial records or checkbook, or expect the consumer to fix their personal problems.)*

### - Who We Are -

As mandated by the Older Americans Act and Ohio law, the twelve Regional Long-Term Care Ombudsman Programs in Ohio are coordinated by the Ohio Department of Aging. Each is responsible for services provided within its specified Planning and Service Area (PSA).

The Area Agency on Aging District 7, Inc. (PSA7), whose administrative offices are located in Rio Grande, Ohio, administers the Regional Long-Term Care Ombudsman Program for the following Ohio counties:

Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton

To learn more, contact the:

Long-Term Care  
Ombudsman Program

**1-800-582-7277**

or visit us on the web at

**www.aaa7.org**

Your Ombudsman is:

Regional Long-Term Care  
Ombudsman Program



Area Agency on Aging  
District 7, Inc.

*Helping You Age Better!*

## LONG-TERM CARE OMBUDSMAN PROGRAM



The AAA7 Long-Term Care Ombudsman Program (LTCOP) is highly respected in Southern Ohio as the ones that protect the rights of long-term care consumers by promoting person-centered care and client choice.

Regional Long-Term Care Ombudsman Program

8050 Ohio River Road  
Wheelersburg, OH 45694

**1-800-582-7277**

TTY: 711

Website: [www.aaa7.org](http://www.aaa7.org)

Serving Southern Ohio counties:

Adams, Brown, Gallia, Highland, Jackson,  
Lawrence, Pike, Ross, Scioto and Vinton

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## Complaint Investigation

The primary role of the Ombudsman Program is to investigate and resolve complaints concerning long-term care facilities and home and community-based care providers in an effort to improve the quality of life and care for long-term care consumers. Complaints encompass concerns about the violation of client rights, nursing care issues, financial problems, food, environmental issues, and other matters of concern to consumers, their sponsors, and family members.

## Advocacy and Education

The Ombudsman Program performs quarterly advocacy visits to long-term care facilities to educate staff, residents, and their families about Ombudsman Services, Residents' Rights, and Person-Centered Care. Ombudsmen also conduct educational trainings that focus on Ombudsman Services, Resident and Client Rights, Elder Abuse, Neglect and Exploitation, and more. These trainings are available for long-term care facilities, home health and senior service agencies, and the community.

## Providing General Information

The Ombudsman Program is also a valuable resource for general information regarding the rights of long-term care consumers. In addition, Ombudsmen can provide valuable assistance to individuals and families with long-term placement issues by providing the information and tools needed to make informed choices. This includes a listing of nursing homes, assisted living and adult care facilities, the latest survey reports on homes, and an array of other educational materials.

# Long-Term Care Ombudsman Services

The mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of home care consumers, and residents of long-term care facilities, in order to improve their quality of life, care and services

## Volunteer Program

The Regional Long-Term Care Ombudsman Program also recruits, trains, and certifies Volunteer Ombudsmen who visit with nursing homes residents on a regular basis. Under the supervision of Program staff, our *Volunteers provide an essential voice for residents of long-term care facilities*. Volunteer Ombudsmen offer encouragement and support to residents, and help to lessen the isolation and loneliness many residents experience. Volunteers are trained to handle resident concerns while under the supervision of paid ombudsman staff.

**Volunteer Ombudsmen create their own schedules, receive on-going technical assistance and training, are invited to attend recognition events, and considered an integral part of the AAA7 Ombudsmen Team.**

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## HOME Choice Transition Coordination Services

Ombudsmen act as Transition Coordinators to assist people of any age with disabilities who wish to move from nursing homes back to their own home or other community setting. Participants achieve greater choice and control of the services they receive in their preferred setting.

Transition Coordinators provide direct assistance with helping participants locate appropriate housing, setting up their household, and accessing the services and goods necessary to live in the community.

### **How Do You Apply for Home Choice?**

1. Contact an Ombudsman who will assist you with completing an application.
2. Applications are available online at <http://medicaid.ohio.gov/HOMEChoice>.
3. Ask the Nursing Home Social Worker for an application.

**All communications with the Ombudsman Program are strictly confidential, and our services are provided entirely free of charge.**

**All services are provided on a non-discriminatory basis.**

————— *Helping You Age Better!* —————