

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 Office of the State Long-Term
Care Ombudsman. 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

Serving Southern Ohio counties:

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



Helping You Age Better!

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 Ombudsman Team.

Empowerment Tips for Nursing Home Residents

1. Residents have the right to participate in their own care plan meetings. Care plans should be individualized to meet the resident's needs. If an Advocate is needed, an Ombudsman is available to attend care plan meetings with residents and families.
2. Residents and their families have the right to participate in resident and family councils. When a resident or family group exists, the facility must listen to the views and act upon the grievances and recommendations of resident and families concerning proposed policy and operational decisions affecting resident care and life in the home.
3. Residents have discharge and appeal rights, *including a right to a 30-day discharge notice. **If you are discharged against your will, contact an Ombudsman for help!***
4. **Residents have the right to Person-Centered Care.** *A nursing home must learn more about who the resident is as a person, support resident preferences, and their right to choose their activities, schedules, and health care.*

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!* —————