

## What is an Ombudsman?

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“Ombudsman” is a Swedish word that means “citizen representative.”

An ombudsman works to increase the responsiveness of organizations to the people they serve.

## What is a Long-Term Care Ombudsman?

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A Long-Term Care Ombudsman seeks to improve the quality of life of the residents of long-term care facilities. These facilities include nursing homes, and personal care homes, often called assisted living facilities or residential care facilities.

Residents of long-term care facilities sometimes have little or no contact with the outside world. Many feel they lack control over their own lives. Ombudsmen are available to help these residents.

## What does the Long-term Care Ombudsman do?

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- Investigates and works to resolve problems or complaints affecting long-term care residents.
- Identifies problem areas in long-term care and advocates for change.
- Provides information about long-term care and related services.
- Promotes resident, family and community involvement in long-term care.
- Educates the community about the needs of long-term care residents.
- Coordinates efforts with other agencies concerned with long-term care.
- Visits long-term care facilities routinely to talk to residents and monitor conditions.
- Educates facility staff about resident rights and other issues.



## What types of issues does an Ombudsman handle?

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- Rights of long-term care residents.
- Care provided in long-term care facilities.
- Transfers and discharges from long-term care facilities (including assistance with appeals).

## Background and Authority

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The Long-term Care Ombudsman Program is governed by the federal Older Americans Act and by Georgia law. The Division of Aging Services of the Department of Human Resources administers the statewide Long-Term Care Ombudsman Program through 13 community programs located throughout the state. These programs are affiliated with Area Agencies on Aging and funded with federal, as well as state and local, dollars. There is no charge for services provided by the ombudsman program. However, contributions are appreciated and are used to support additional ombudsman services and activities to benefit Georgia's long-term care residents.

Anyone with a question or concern about long-term care, may contact the Georgia Long-Term Care Ombudsman Program.

### Call or write:

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- **Community Ombudsman Program**
- **State Ombudsman Program**  
Division of Aging Services  
2 Peachtree Street, NW  
Suite 9-231  
Atlanta, GA 30303-3176  
Toll-Free: 1-888-454-LTCO  
(5826)

**Ombudsman**  
LONG TERM CARE  
RESIDENTS' ADVOCATE

**Ombudsman**  
LONG TERM CARE  
RESIDENTS' ADVOCATE

Concerned  
about residents  
of nursing  
homes or  
personal care  
homes?

The Georgia  
Long-Term Care  
Ombudsman  
Program can  
help you.