

## 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 Office of the State Long-Term Care Ombudsman administers the statewide Long-Term Care Ombudsman Program through community programs located throughout the state. These programs are funded with federal, 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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Representative of the  
Office of the Georgia  
Long-Term Care  
Ombudsman

Office of the State Long-Term  
Care Ombudsman  
47 Trinity Avenue SW  
1<sup>st</sup> Floor  
Atlanta, Georgia 30334  
[www.georgiaombudsman.org](http://www.georgiaombudsman.org)  
Toll-Free 1-866-552-4464



Concerned  
about residents  
of nursing  
homes or  
other long-term  
care facilities?

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

## What is an Ombudsman?

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Ombudsman is a Swedish word that means “citizen representative.” An ombudsman works to increase responsiveness of organizations to 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 for residents of long-term care facilities. These facilities include nursing homes, personal care homes, and assisted living facilities. In addition, representatives of the Office of the Georgia Long-Term Care Ombudsman serve residents who live in community living arrangements (CLAs) and intermediate care facilities for persons with intellectual disabilities (ICF).

## What does an Ombudsman do?

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- Investigates and works to resolve problems or complaints affecting long-term care facility 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.

## Examples of issues Ombudsmen work to resolve include:

- Rights of long-term care facility residents.
  - Care provided in facilities.
  - Transfers and discharges from long-term care facilities.
  - Access to benefits and services.
  - Financial matters.
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