

The ombudsman first investigates your complaint to determine whether it is valid. If valid, the ombudsman works with you and the facility to resolve the complaint. If not valid, the ombudsman will explain their findings to you.

The ombudsman will then follow up to ensure that any agreement reached to solve the problem is actually carried out.

In all cases, your complaints are handled confidentially.

The ombudsman does not disclose your identity without your permission, unless ordered to do so by a court. Even if the ombudsman cannot resolve your complaint without revealing your identity, you make the choice as to whether he/she proceeds.

WHO TO CONTACT??

The Appalachian Council of Governments'
Long-Term Care Ombudsman Program
P.O. Box 6668
Greenville, SC 29606
864-242-9733 or
Toll Free: 1-800-434-4036
Website: www.scupstateadrc.org

Regional Staff

Jessica Winters, Regional Long Term Care Ombudsman
Sandy Dunagan, Long Term Care Ombudsman
Kim Bridges, Long Term Care Ombudsman
Kensey Burckhalter, Long Term Care Ombudsman
Amanda Plumley, Volunteer Coordinator
Dorinne Dubois, Long Term Care Ombudsman
Melissa Drakeford, Intake Coordinator

You may call the State Long-Term Care Ombudsman directly at 1-800-868-9095.

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LONG-TERM CARE OMBUDSMAN PROGRAM



**We are advocates
who can help!**

www.scupstateadrc.org

WHAT IS AN OMBUDSMAN?

- A person who is concerned with protecting the civil and human rights of elderly and disabled residents of long-term care facilities
- A problem solver and mediator
- A resource and educator
- An objective investigator of complaints

WHO CAN USE THE OMBUDSMAN SERVICE?

- Residents in any long-term care facility
- Friends and relatives of long-term care residents
- Long-term care staff members and administrators with resident-related concerns
- The community at large
- Other interested groups concerned about the welfare of residents in long-term care facilities.

What Does The Ombudsman Program Do For Long-Term Care Residents?

RECEIVES and investigates complaints and assists residents in resolving complaints.

EDUCATES residents, family, staff, and the community about residents' rights, abuse, etc...

PROVIDES information and referral regarding long-term care programs and services.

ADVOCATES improvements in state and federal laws and regulations to improve quality of care.

IDENTIFIES and seeks to remedy gaps in facility, government, or community services.

HOW DOES THE OMBUDSMAN HANDLE YOUR COMPLAINT?

First and foremost, remember that you control the complaint process. You determine the extent to which we become involved in solving your problem.

When a resident cannot speak on his/her behalf, the ombudsman may assist the consumer's legal representative, family member, or sponsor on behalf of the resident.

The ombudsman works with you to identify the problem or to break a big problem down into smaller, more manageable pieces. The ombudsman also tries to determine whether this is a problem throughout the facility.