

## **LONG-TERM CARE OMBUDSMAN PROGRAM**

### **Program Description**

An Ombudsman is a person who acts as a citizen representative to investigate complaints objectively and take action to help resolve those complaints. The nationwide, federally mandated Long-Term Care Ombudsman Program helps to improve the standards of care and the quality of life within the long-term care community by responding to complaints made by residents or on their behalf. Long-term care communities include nursing homes, assisted care living facilities, and residential care living facilities. The Long-Term Care Ombudsman Program covers thirteen Middle Tennessee counties, including Davidson County. There are 143 long-term care facilities serving approximately 12,000 elders in the Middle Tennessee area.

The Tennessee statewide Long-Term Care Ombudsman Program performs the following functions:

- Investigates and attempts to resolve complaints made by elders in long-term care facilities.
- Monitors the development and implementation of federal, state, and local laws that affect elders residing in long-term facilities.
- Provides information to the general public and social service agencies.
- Recruits and trains volunteers to act as Volunteer Ombudsman Representatives.

### **Who is Eligible?**

The Ombudsman Program serves primarily elders and disabled individuals 60 years of age and older who reside in long-term care facilities. There is no charge for the provision of service.

### **Funding Source(s)**

The Ombudsman Program is funded by the Older Americans Act of 1965, as amended, through the Tennessee Commission on Aging and Disability through the Greater Nashville Regional Council, Area Agency on Aging and Disability. The program is funded in part by United Way and local governments. Local dollars and individual contributions are encouraged and welcomed.