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:

Helping You Age Better!
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 Associates who visit/talk with nursing homes residents on an regular basis. Under the supervision of Program staff, our Ombudsmen Associates provide an essential voice for residents of long-term care facilities. Ombudsmen Associates offer encouragement and support to residents, and help to lessen the isolation and loneliness many residents experience. Ombudsmen Associates are trained to handle resident concerns while under the supervision of paid ombudsman staff.

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.

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.

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/contacts 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.

Helping You Age Better!

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.