



**SENIOR SERVICES**  
Helping Our Elderly Live With Dignity

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ELDER CARE CHOICES

Senior Services, Inc.

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**336-724-2040**

## THE OMBUDSMAN PROGRAM

The Swedish word, ombudsman, means citizen representative or advocate. A long-term care ombudsman is an advocate and mediator who seeks to resolve complaints made by or on behalf of residents living in long-term care facilities. The Ombudsman provides a way for people to voice their concerns and have them addressed. The Ombudsman also provides information and education regarding long-term care to members of the community.

Some of the services provided by the Ombudsman Program include:

- ❖ Working with the local Community Advisory Committees to ensure resident's rights.
- ❖ Working with all parties in an attempt to resolve concerns or complaints on behalf of residents in long-term care facilities.
- ❖ Assisting individuals who want current information on long-term care facilities for placement of a loved one.
- ❖ Assisting with issues that pertain to transfers and discharges of the resident in the facility.
- ❖ Monitoring long-term care facilities for compliance with resident's rights and state standards.

For more information on the Ombudsman Program that serves Forsyth County, contact the Area Agency on Aging at 761-2111.