

LONG-TERM CARE OMBUDSMAN PROGRAM



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LEGAL AID OF EAST TENNESSEE

Serving Bledsoe, Bradley, Blount, Carter, Cocke, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Marion, McMinn, Meigs, Monroe, Polk, Rhea, Sequatchie, Sevier, Sullivan, Unicoi and Washington Counties.

DO YOU . . .

- Live in a nursing home, assisted care living facility, or residential home for the aged?
- Have an elderly relative or friend in a nursing home, assisted care living facility, residential home for the aged or mental health group home?
- Work in a nursing home, assisted care living facility, residential home for the aged or mental health group?
- Need information about nursing homes, assisted care living facility, residential home for the aged, or mental health group homes?

HERE'S HOW THE LONG-TERM CARE OMBUDSMAN PROGRAM CAN HELP YOU.

FOR RESIDENTS

The Ombudsman takes time to listen to your concerns.

You can share concerns about your situation or other problems that bother you. The Ombudsman will keep these matters confidential.

If you want help, the Ombudsman will assist you in trying to resolve your problems.

The Ombudsman can also show you what your rights and responsibilities are as a resident of a nursing home, assisted care living facility or residential home for the aged.



FOR RELATIVES AND FRIENDS

As a friend or relative, you may have concerns about the resident's care or charges for that care. You may have questions about obtaining services from resources outside the facility.

An ombudsman can help clarify nursing home, assisted care living facility, or residential home for the aged regulations that apply to your situation;

- Provide information regarding alter-natives to nursing home, assisted care living facilities and residential home for the aged care;
- Provide information regarding the admission to nursing homes, assisted care living facilities and residential homes for the aged; and
- Are skilled in making helpful referrals to other agencies

OMBUDSMEN . . .

- Help find solutions to small problems before they get too big.
- Promote healthy and realistic attitudes of residents and families toward nursing homes.
- Respect requests for anonymity.
- Act as a resource for staff training needs.

COULD YOU BE AN OMBUDSMAN VOLUNTEER?

If you feel a concern for frail elderly in Long-Term care facilities;

If you feel you are an assertive, mature person with some experience with elderly persons;

If you are willing to complete a volunteer training certification program;

If you want a responsible, challenging experience;

WRITE OR CALL YOUR DISTRICT OMBUDSMAN FOR MORE INFORMATION!

The Ombudsman Program, authorized by the federal Older Americans Act, is administered at the state level by the Tennessee Commission on Aging and Disability through the State Long-Term Care Ombudsman:

State Long-Term Care Ombudsman Program
Tennessee Commission on Aging and Disability
500 Deaderick Street
Nashville, TN 37243-0860
(615)741-2056
Toll Free # 1-877-236-0013

The Ombudsman Program includes nine district programs throughout the state that are sponsored by area agencies on aging. Funding is provided primarily through the Older Americans Act. There are no charges for these services. However, contributions to the program are appreciated and are used to provide additional services.

WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

The State Long-Term Care Ombudsman Program, under the auspices of the Tennessee Commission and Aging and Disability, operates a statewide ombudsman program for the benefit of the state's elderly residing in nursing homes, residential homes for the aged, and assisted care living facilities. The Ombudsman is available to help these individuals and their families resolve questions or problems.

The Ombudsman is not an employee of the home or the state agency responsible for inspecting the facility. The Ombudsman will advocate for solution to problems for qualified residents of long-term care facilities. When the residents and families can't resolve their problems through consultation with the facility staff or governmental agencies involved, then they should contact their **District Ombudsman**.

The Ombudsman works with many agencies and may be able to help resolve questions or concerns that involve state and federal agencies administering services to the elderly. Concerns can include: quality of care; financial information; resident rights; admissions; transfer; and discharge; or other questions about nursing homes, residential homes for the aged, assisted care living facilities, Medicaid and Medicare.

Whatever the problem or question, the Ombudsman's primary interest is to see that it is resolved. Our goals include exhausting all avenues for resolution while realizing that some complaints can never be resolved to the satisfaction of the complainant.

OFFICE HOURS AND LOCATION

Legal Aid of East Tennessee offices are open from 8:30 A.M. to 5:00 P.M. Monday through Friday.

Executive Director, David Yoder
(865)637-0484

Associate Director - Eric Miller

311 W. Walnut Street
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307 Ellis Avenue
Maryville, TN 37801
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Knoxville Family Justice Center
400 Harriet Tubman
Knoxville, TN 37914
(865)215-6830

Associate Director - Russell Fowler

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Fax (423)265-4164

85 Central Ave., NW,
Cleveland, TN 37311
(423)479-8577
1(800)445-3219
Fax (423)339-3282

Linea Gratis en Español 1(866)408-6573

No person in the United States shall, on the grounds of race, color or national origin, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

This pamphlet is intended for general information only. The circumstances of every case are different and need to be dealt with on a case-by-case basis. This is not a substitute for the advice of a lawyer. Also, the law may change and may be different from county to county.

