

**VOR**  
**Volunteer Ombudsman**  
**Representative**



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## Your Volunteer Ombudsmen . . .

- Help find solutions to problems before they get too big
  - Try to work out grievances to everyone's satisfaction
  - Promote healthy and realistic attitudes of residents, families, and other individuals toward long-term care facilities
  - Are impartial in approaching every problem
  - Act as a resource for staff training needs
  - Visit the facility on a weekly basis
  - Listen to your concerns or comments and take action only when you ask
  - Are trained and knowledgeable in issues affecting the elderly population
  - Focus on resident well-being
  - Keep all matters confidential
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This project is funded, in part, under an agreement with the First Tennessee Area Agency on Aging, and the State of Tennessee, Commission on Aging. 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 ombudsman is an impartial third party whose primary purpose is the resolution of problems. 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: Medicaid or Medicare; resident rights; Social Security information; admissions; transfer; and discharge; or other questions about long-term care facility services and alternative care services.

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

The Volunteer Ombudsman Representatives serve as a direct link from District Ombudsmen to facilities and residents.

The Ombudsman Program, administered by the Older Americans Act, is administered in this district by:

Debby Morrell  
Long-Term Care Ombudsman  
Legal Aid of East Tennessee  
311 W. Walnut St., PO Drawer 360  
Johnson City, TN 37605-0360  
1-800-821-1312 or (423)928-8311, ext. 27

## 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

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### Associate Director - Eric Miller

311 W. Walnut Street Johnson City, TN 37604 (423)928-8311 1(800)821-1312 Fax (423)928-9488	1001 W. 2nd North St. Morristown, TN 37814 (423)587-4850 1(800)821-1309 Fax (423)587-4857
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### Associate Director - Debra House

502 South Gay Street Suite 404 Knoxville, TN 37902 (865)637-0484 Fax (865)525-1162	Compton Place 307 Ellis Avenue Maryville, TN 37801 (865)981-1818 Fax (865)981-1816
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Knoxville Family Justice Center  
400 Harriet Tubman  
Knoxville, TN 37914  
(865)215-6830

### Associate Director - Russell Fowler

535 Chestnut Street Suite 360 Chattanooga, TN 37402 (423)756-4013 1(800)572-7457 Fax (423)265-4164	85 Central Ave., NW, Cleveland, TN 37311 (423)479-8577 1(800)445-3219 Fax (423)339-3282
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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.

