



## Our Mission

To advocate for the highest quality of life and care for people receiving long-term care services

### Ombudsman services are **FREE** and **confidential**

Funding for this program is provided primarily by the Area Agencies on Aging of the jurisdictions of Alexandria, Arlington, Fairfax, and Loudoun.

For further information on **aging issues** and **concerns**, contact your local Area Agency on Aging:

Alexandria	703-746-5999
Arlington	703-228-1700
Fairfax	703-324-7948
Loudoun	703-777-0257

\*TTY 711 for all numbers.

This brochure is available in Spanish, Korean and Vietnamese.

This publication has been created or produced by Fairfax County with financial assistance, in whole or in part, from the Administration on Aging and/or the Virginia Department for the Aging.

These agencies are committed to nondiscrimination on the basis of disability in all programs, services and activities. Reasonable accommodations will be provided upon request. To request this information in an alternate format, call 703-324-5861; TTY 711.

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## Northern Virginia Long-Term Care Ombudsman Program

### Advocating for Excellence in Long-Term Care



## A Long-Term Care Ombudsman:

- Advocates for improving quality of care and quality of life
- Resolves complaints through counseling, negotiation and investigation
- Provides one-to-one consultation
- Provides information to help consumers make an informed choice
- Educates the community about long-term care issues
- Trains and supervises volunteers who regularly visit facilities and advocate for residents
- Provides consultation to long-term care professionals
  - Trains long-term care staff



## What type of information is available about nursing and assisted living facilities?

- Tips for choosing a long-term care facility
- Information about long-term care services
- Information about complaint records
- Information on federal and state licensing oversight agencies

# Resident's Bill of Rights\*

## You have the right to:

- Be informed of your rights, rules and regulations governing your care, conduct and responsibilities
- Be informed of available services and related charges
- Participate in planning your care and treatment
- Be informed of reasons for transfer or discharge and be given reasonable advance notice
- Voice grievances and recommend changes in policy
- Manage your personal financial affairs
- Be free from mental and physical abuse and from unauthorized chemical and physical restraints
- Confidential treatment of your personal and medical records and approval or refusal of their release
- Be treated with recognition of dignity, individuality and privacy
- Not perform services for the facility without your consent
- Have private communication with persons of your choice and to send and receive unopened mail
- Participate in social, religious and community activities
- Maintain and use personal clothing and possessions as space permits
- Have privacy for visits with your spouse, family and friends
- Have information on the rights and responsibilities of residents posted in a visible place

\*This is a summary of the legal rights of long-term care residents. See 42 CFR 483.10 and Va. Code Sec. 32.1-138 for nursing home resident rights and Va. Code Sec. 63.2-1808 for assisted living resident rights.

## Northern Virginia Long-Term Care Ombudsman Program

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