

What Types of Issues does the Ombudsman Handle?

- Resident Rights
- Quality of Care
- Transfers & Discharges
- Abuse, Neglect & Exploitation.

What are Residents' Rights?

- Right to be fully informed
- Right to complain
- Right to privacy & confidentiality
- Right to participate in one's own care
- Rights during transfers & discharges
- Right to dignity, respect, & freedom
- Right to visits
- Right to make independent choices



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Become a Volunteer Ombudsman

If you are interested in volunteering, our **Volunteer Ombudsman Program** is a great place to make a difference.

Volunteers visit with residents and diminish the sense of isolation experienced by residents, especially those without family. They encourage and assist the resident in achieving a sense of self-determination. They give residents of a long-term care facility a great connection to the community.

If you are interested and want to learn more, contact the **Volunteer Ombudsman Program Coordinator**.



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**SANTEE
LYNCHES**

Regional Council of Governments

Long-Term Care Ombudsman Program

Santee-Lynches
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Area Agency on Aging (AAA)

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What is a Long-Term Care Ombudsman?

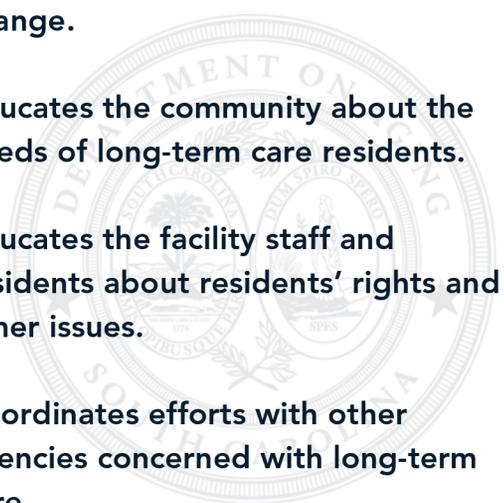
The Long-Term Care Ombudsman seeks to improve the **quality of life and quality of care of residents who live in long-term care facilities**. The Ombudsman advocates on behalf of the residents for their health, safety, and well-being.

As an advocate, the Ombudsman works to make sure that **residents' rights are honored** and that each person receives the care and services necessary to attain or maintain their highest level of functioning while promoting their dignity and independence.

There is **no cost** to the resident, family members, or facility for the services and assistance provided by the Long-Term Care Ombudsman.

What does a Long-Term Care Ombudsman do?

- Investigates and works to resolve problems or complaints affecting long-term care facility residents.
- Identifies problem areas in long-term care facilities and advocates for change.
- Educates the community about the needs of long-term care residents.
- Educates the facility staff and residents about residents' rights and other issues.
- Coordinates efforts with other agencies concerned with long-term care.
- Visits long-term care facilities routinely to talk to residents and monitor conditions.
- Promotes community involvement through volunteer opportunities.



History and Authority

The Ombudsman Program is governed by the **federal Older Americans Act** and by the **South Carolina Omnibus Adult Protection Act**. The **Department on Aging** administers the statewide program through ten regional offices located throughout the state.

The Long-Term Care Ombudsman Program is one of many programs mandated by the Older Americans Act and supported with federal, state, and local funds. **This is the only program of its kind that is totally devoted to the concerns of facility residents.**