



**SANTEE
LYNCHES**

Area Agency on Aging

LONG-TERM CARE OMBUDSMAN PROGRAM

Regional Resource **GUIDE**

SERVING CLARENDON, KERSHAW, LEE & SUMTER COUNTIES

2025-2026

TABLE OF CONTENTS

Regional Resource Guide

About the COG	02
Santee-Lynches Council of Governments	

Santee-Lynches LTCOP	03
Long-Term Care Ombudsman Program	

Santee-Lynches Volunteer Ombudsman Program	05
---	----

State & Regional Resources	06
---------------------------------------	----

Clarendon County	08
-------------------------	----

Kershaw County	09
-----------------------	----

Lee County	10
-------------------	----

Sumter County	11
----------------------	----

Tips for Selecting an Assisted Living Facility	13
---	----

Resident & Family Councils	14
---------------------------------------	----

The **Santee-Lynches Regional Long-Term Care Ombudsman Program (LTCOP)** is committed to equipping Ombudsman representatives and facility staff with the education, tools, and resources needed to advocate for and enhance the quality of care for residents in long-term care facilities of **Clarendon, Kershaw, Lee & Sumter Counties**.

ABOUT Santee-Lynches Council of Governments

About the COG

Santee-Lynches Regional Council of Governments is one of ten (10) regional, sub-state districts in South Carolina. Regional Councils are voluntary associations of local governments formed in accordance with State law to provide a structured method of intergovernmental coordination, cooperation, and collaboration on a multi-jurisdictional level. Santee-Lynches, which was established in 1971, serves the counties and cities of **Clarendon, Kershaw, Lee and Sumter**.

LEARN MORE

<https://www.santeelynchescog.org>

Santee-Lynches Aging Programs

Santee-Lynches COG is the Area Agency on Aging and offers the following programs in the Aging Department at no cost:

Family Caregiver Support Program,
Information & Referral Assistance,
Insurance Counseling, Legal Assistance
and Long-Term Care Ombudsman
Program.



ABOUT the LTCOP

Long-Term Care Ombudsman Program

OMBUDSMAN

[om • buds • man]

A person who serves as an advocate for others. Someone who investigates, reports on or helps settle complaints on another's behalf.

Advocate; Defender; Champion; Representative.

History & 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.
- There is **no cost** for services provided by the Ombudsman Program.
- The LTCOP is the only program of its kind that is devoted only to the concerns of facility residents.

Check out the Monthly **Regional LTCOP Newsletter** at your Long-Term Care Facility!



Staff Trainings & Community Education

Offered by the LTCOP

- The Ombudsman Program
- Recognizing and Reporting Abuse, Neglect, & Exploitation
- Resident Rights
- Resident and Family Council Resources
- Volunteer Ombudsman Training

Reporting to the Ombudsman Office

Reports for Long-Term Care Residents

- 30-day Discharges
- Abuse
- Neglect
- Exploitation



Regulations & Laws

Resident Rights

SC Code of Laws 44-81-20

Standards for Community Residential Care Facilities

DPH Regulation 61-84

Standards for Licensing Nursing Homes

DPH Regulation 61-17

Adult Health Care Consent Act

Older Americans Act

Omnibus Adult Protection Act

Sheila Brooks, MSW

Regional LTC Ombudsman



Investigates reports of abuse, neglect and exploitation and advocates to ensure the quality of care and quality of life for residents in long-term care facilities.

phone 803.774.1983

email sbrooks@slcog.org

Amanda Hester

Volunteer Program Coordinator
Ombudsman Assistant



Provides ongoing education, coordination, supervision, and recognition to the volunteer team. Highlights visibility, advocacy and engagement of the LTCOP.

phone 803.774.1979

email ahester@slcog.org



EMPOWER. VOLUNTEER. ADVOCATE.



Initial and Annual Advocate Training
Provided



Minimum 18 yrs. old



Visit Designated Facilities in
Clarendon, Kershaw, Lee & Sumter



Advocate for Long-Term Facility
Residents



Reliable Transportation



Clean Background Check



CONTACT

Volunteer Coordinator

ahester@slcog.org

803.774.1979

State & Regional Resources

SC Department on Aging (SCDOA)

<https://aging.sc.gov/>

1 (800) 868-9095

(803) 734-9900



**South Carolina
Department on
Aging**

Support and resources for programs that help aging citizens and adults with disabilities.

Get Care SC

www.getcaresc.com

Allows seniors, caregivers, and adults with disabilities to search for service providers in their area.



GetCareSC.com

Dept. of Public Health (DPH)

<https://dph.sc.gov>

1 (866) 275-7273

(803) 782-0639



**SOUTH CAROLINA
DEPARTMENT OF
PUBLIC HEALTH**

Formerly DHEC, DPH provides public health services, health care quality improvements, and resources to everyone in SC.

Community Long-Term Care

Dept. of Health & Human Services

www.scdhhs.gov

(803) 567-3110

1 (888) 761-5991

Programs to help individuals who want to live at home, need assistance with care and financially eligible for Medicaid.

SOUTH CAROLINA

Healthy Connections
MEDICAID



Disability Rights SC

www.disabilityrightssc.org/

1 (866) 275-7273

(803) 782-0639



**DISABILITY
RIGHTS**
SOUTH CAROLINA

Protect and advance the legal, civil and human rights of people with disabilities in SC.

SC Respite Coalition

www.screstitecoalition.org/

(803) 935-5027

Respite Voucher Program designed to give unpaid caregivers a temporary break.

South Carolina
Respite
Coalition

SC Dept. of Social Services (DSS)

<https://dss.sc.gov/>

1 (888) 227-3487

(803) 898-7601



DSS

**SOUTH CAROLINA
DEPARTMENT of SOCIAL SERVICES**

Food Stamps/SNAP, Financial Assistance for Adult Care Providers, Reports on Abuse/Neglect

The Alzheimer's Foundation

<https://alzfdn.org>

1 (866) 232-8484

Support, services and education to individuals, families and caregivers affected by Alzheimer's disease and related dementias nationwide.

Alzheimer's Foundation of America
ALZHEIMER'S FOUNDATION OF AMERICA

American Red Cross Central SC Chapter

www.redcross.org

1(800) 733-2767

(803) 540-1200



**American
Red Cross**

Emergency Response, Disaster Financial Relief, and Shelters, based on donations.

SC Works

<https://scworks.org/>

Resources for career development, veteran services, job research, job search assistance, resume & interview support, and training opportunities.

SC WORKS
Santee-Lynchies

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

State & Regional Resources

Veteran's Services

Department of Veterans Affairs

www.va.gov

(800) 827-1000

Veterans Affairs, Sumter County

14 Law Range, Sumter, SC 29150

(803) 436-2302

Veterans Affairs, Kershaw County

115 Walnut Street, Camden, SC 29020

(803) 425-1521

Columbia Vet Center

11710 Richland Street, Suite A, Columbia, SC 29209

(803) 765-9944

WM Jennings Bryan Dorn VA Medical Center

6439 Garners Ferry Road, Columbia, SC 29209

(803) 776-4000

Sumter VA Clinic

245 North Bultman Dr.

(803) 938-9901

✎ S.H.I.P - State Health Insurance (Assistance) Program

Medicare is insurance for the elderly and disabled. There are several parts to Medicare and many choices to be made. To assist in these decisions, the State of South Carolina and the Federal Government put together a program called the State Health Insurance (Assistance) Program (SHIP) also known as the Insurance Counseling Assistance and Referrals for Elders Program (I-CARE).



SHIP/SMP/MIPPA Coordinator

(803) 774-1400

www.SanteeLynchesCOG.org

✎ SMP - Senior Medicare Patrol

Protects seniors from Medicare related fraud, error, and abuse.

Medicaid Services

www.scdhhs.gov

1 (877) 267 - 2323

1 (888) 549-0820

Provides health coverage for eligible low-income residents of SC.



Medicare Services

www.medicare.gov

1 (800) 633-4227

1 (888) 549-0820

Offers various plans catering to the needs of eligible residents 65 & older as well as some with eligible disabilities.

Medicare.gov

Modivcare (SC Region 2)

www.modivcare.com

1 (888) 445-6860

Non-emergency medical transportation for Medicaid members.



Better Business Bureau

bbb.org

(803) 254-2525

Find & research businesses you can trust, file complaints, share reviews, lookup & report scams.



Clarendon County



Regional Long-Term Care Facilities

- Lake Marion NH
- Pocotaligo River Health & Rehab NH

Local Resources

Clarendon County Council on Aging
(803) 435-8593

Clarendon County Dept. of Social Services
(803) 435-4303

Clarendon Mental Health Clinic
(803) 435-2124

Disabilities & Special Needs Board
(803) 435-2330

Harvin Clarendon County Library
(803) 435-8633

Public Services

Clarendon County Law Enforcement
(803) 435-8877

Clarendon County Sheriff Department
(803) 435-4414

Clarendon County Fire Department
(803) 435-4075

Clarendon County EMS
(803) 435-9310

Local Emergency Shelters

Manning High School (Mandatory)
2155 Paxville Highway, Manning

East Clarendon High School
1171 Pope Street, Turbeville

Scott Branch High School (Reserved)
9253 Alex Harvin Hwy., Summerton

Manning Junior High School
1101 WL Hamilton Road, Manning

Walker-Gamble Elementary School
2358 Walker-Gamble Road, New Zion

Manning Primary School
125 N. Boundary Street, Manning

Manning Elementary School
311 West Boyce Street, Manning

Kershaw County



Regional Long-Term Care Facilities

- The Colonial at Old Camden CRCF
- Dixon's Community Home CRCF
- JC Laraes Southwinds AL
- Karesh at Beechwood NH
- The Legacy of Camden CRCF
- Pinedale CRCF
- Springdale Healthcare Center NH

Local Resources

Kershaw County Council on Aging
(803) 432-8173

Kershaw County Dept. of Social Services
(803) 432-7676 (ext. 106)

United Way of Kershaw
(803) 432-0951

Disabilities & Special Needs Board
(803) 432-4841 (ext. 105)

Kershaw County Mental Health Clinic
(803) 432-5323

Kershaw County Library - Bethune Branch
(803) 310-6006

Kershaw County Library - Camden Branch
(803) 425-1508

Kershaw County Library - Elgin Branch
(803) 438-7881

Public Services

Kershaw County Sheriff Department
(803) 425-1512

Kershaw County Fire Department
(803) 425-1522

Kershaw County EMS
(803) 729-7364

Local Emergency Shelters

Camden High School (Mandatory)
1022 Ehrenclou Drive, Camden

Lugoff High School
1284 Highway 1 South, Lugoff

Food for the Soul
110 East DeKalb Street, Camden

Lee County



Regional Long-Term Care Facilities

- Bishopville Manor CRCF
- Cottonwood Villas CRCF
- McCoy NH

Local Resources

Lee County Council on Aging
(803) 484-6212

Lee County Dept. of Social Services
(803) 484-5376

United Way of Lee County
(803) 773-7935

Disabilities & Special Needs Board
(803) 484-9474

Lee County Mental Health
(803) 484-9414

Lee County Public Library
(803) 484-5921

Public Services

Lee County/Bishopville Police Department
(803) 484-5309

Lee County Central Court & Sheriff's Office
(803) 484-5353

Lee County Fire Department
(803) 484-5274

Lee County EMS
(803) 428-4221



Sumter County



Regional Long-Term Care Facilities

- Alston Green ALF
- Angelic's Place CRCF
- Anointed CRCF
- Covenant Place ALF
- Covenant Place NH
- Family CRCF Home I, II, & III
- Gardens at Sumter CRCF
- Good Deeds I & II CRCF
- Herriott's CRCF
- National Healthcare NH
- Oak Hollow of Sumter Rehab Center
- Patriot's Village SNF
- Southside Manor CRCF
- Sumter Grove CRCF
- Sumter East Health & Rehab NH
- Sumter Terrace ALF
- Unique Care ALF
- Walters Brothers CRCF
- Willies II CRCF Home

Public Services

Sumter Police Department

(803) 436-2700

Sumter Fire Department

(803) 436-2600

Sumter County Sheriff's Office

(803) 436-2000

Sumter County EMS

(803) 436-2415

Local Emergency Shelters

Sumter High School (Mandatory)

2580 McCrays Mill Road

Furman Middle

3400 Bethel Church Road

Alice Drive Middle & Elementary (Reserved)

40 Miller Road

Hillcrest Middle

Hwy 521 West, Dalzell



Local Resources

Sumter Senior Services

(803) 773-5508

Sumter County Dept. of Social Services

(803) 773-5531

United Way of Sumter County

(803) 773-7935

Disabilities & Special Needs Board

(803) 778-1669

Salvation Army

(803) 773 -6512

(803) 775-4354

Santee-Wateree Mental Health Center

(803) 775-9364

Sumter United Ministries

(803) 775-0757

Sumter County Public Library

(803) 773-7273

South Sumter Public Library

(803) 775-7132

West Sumter Public Library

(803) 469-8110

Regional Office



**SANTEE
LYNCHEs**

Area Agency on Aging



**39 East Calhoun Street
Sumter, SC 29150**

www.SanteeLynchesCOG.org

TIPS FOR SELECTING AN ASSISTED LIVING FACILITY

↘ Ask Friends

- Ask friends, relatives, clergy and physicians about their experiences in particular facilities.

↘ Visit Homes

Arrange a meeting with the administrator, supervisor, or admissions counselor, make unexpected visits on weekends (during visiting hours) and at mealtimes. Identify yourself to the staff and ask if you might walk through the facility to determine if you or your relative could live there comfortably.

- **Remember to respect the residents' rights to privacy as you visit.** Use your eyes, ears, and nose to determine whether residents are receiving reasonable and proper care.
- **Ask about the administrator and/or supervisor's involvement** with the facility and its residents- the hours they are on site, the staff ratio, the stability of the staff.

↘ Carefully Examine the Facility's Contract

Note what services are included and which services may require additional fees. If possible, have an attorney review the language of the contract to protect the interests of the resident. **Check for language that asks consumers to waive their rights.**

↘ Review the Facility's Written Policies

Are you comfortable with the requirements and guidelines? Smoking, for example, may not be allowed indoors or be limited to certain areas.

↘ Ask About Any Special Needs

Determine provisions made for people allergic to animals, tobacco smoke, or require a special diet. Determine that there is adequately trained staff to meet the resident's needs.

RESIDENT & FAMILY COUNCILS

What are Resident Councils?

Resident Councils are organized groups of residents who meet regularly to discuss concerns, share suggestions, and advocate for improvements in the facility.

What are Family Councils?

Family Councils are similar to Resident Councils but consist of residents; family members or representatives. They serve as a voice for residents - especially those who cannot advocate for themselves.

Why Do Councils Matter?

- **Empowerment & Advocacy:** Councils give residents and families a formal way to address issues, propose solutions, and work collaboratively with facility staff.
- **Communication:** Councils help open up lines of communication between residents, families, and administration.
- **Accountability:** The presence of active councils can signal that the facility values input, listens to concerns, and follows up on complaints.
- **Community Building:** Councils foster a sense of belonging and shared purpose, improving morale for both residents and families.

Tips For Residents and Families

If the facility doesn't have a council yet, consider working with other families and residents to start one. You can ask the Ombudsman Program for guidance on how to get started and what rules protect your rights.

Your Rights

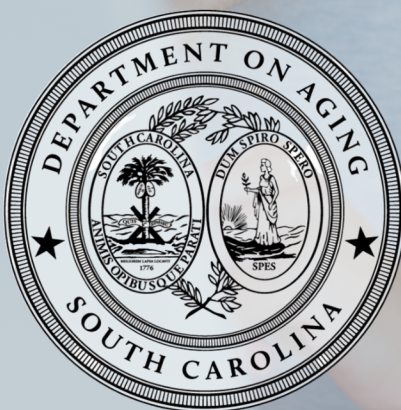
Under the Federal Nursing Home Reform Act of 1987, residents have the right to organize and participate in resident councils. Family councils are also protected and facilities must allow each to meet privately and respond to concerns.





SANTEE LYNCHES

Area Agency on Aging



SLTCOP REGIONAL RESOURCE GUIDE

VISIT

www.SanteeLynchesCOG.org



SERVING CLARENDON, KERSHAW, LEE & SUMTER COUNTIES