



OMBUDSMAN

Definition: A professional acting as the advocate for his/her client in: Exercising his/her rights, or Helping to negotiate the complex rules and regulations of a bureaucracy

Find an ombudsman program in your area: www.ltcombudsman.com

These advocates work together with groups of volunteers called the COMMUNITY ADVISORY COMMITTEE to accomplish this goal Together, these volunteers make regular unannounced visits to extended care facilities and work collaboratively with residents, staff, community and families to improve the quality of life before, during and after older adults find it necessary to have additional care.

BEFORE

- Review home and community based options to keep older and disabled adults at home if possible.
- Assist in evaluating medical, social and emotional needs.
- Discuss services that are provided by extended care facilities in the area.
- Direct consumers to agencies or individuals with expertise in financial assistance from estate planning to Medicaid applications.

DURING

- Review results of the "public record" which includes:
- Community Advisory Committee visit reports
- Ombudsman complaint history and observations during visitation.
- Educate consumers on how to obtain regulatory information such as fines or penalties available about both assisted living and nursing facilities.
- Help to explain resident rights as it relates to contracts, and resident agreements in both assisted living and nursing homes.
- Review the "level of care" available at the different settings.

AFTER

- Educate consumer's on the tools and techniques that can assist in a successful long term care placement i.e. care plans, resident or family councils, grievance procedures, and resident's rights.
- Work with residents, families and staff to resolve complaints through negotiation, persuasion or collaboration.
- Assist consumers in navigating the bureaucracy associated with "long-term care" such as rules and regulations as established by regulatory agencies, quality improvement programs, financial assistance and other influences.

What Do You Need As A Caregiver?

The Family Caregiver Support Program can help you:

- ~ Find information you need as a caregiver
- ~ Identify individual caregiver needs
- ~ Identify resources available to help you
- ~ Locate community support
- ~ Develop a care plan for your loved one

Be empowered by knowledge!



North Carolina Family Caregiver Support Program
Completing the Care



For More Information Call: 800-508-5777

www.centralina.org

Our mission is to: "Support and enhance the capacity of service and advocacy systems to promote independence, preserve dignity and advocate for the rights of older and disabled adults and their families." The AAA provides planning, monitoring and technical assistance to local governments' aging service programs for the following programs as directed under the Older American's Act of 1964.

CENTRALINA AREA AGENCY ON AGING

1300 Baxter St, Ste 450 • Charlotte, NC 28204
800 508 5777 • www.centralina.org

SC CATAWABA AREA AGENCY ON AGING

2051 Ebenezer Rd, Ste. B • Rock Hill, SC 29732
800 662 8330 • www.catawba-aging.com

ISOTHERMAL AREA AGENCY ON AGING FOR CLEVELAND COUNTY

111 West Court St. • Rutherfordton, NC 28139
800 331 9891 • www.regionc.org