

Long Term Care Problem Assistance

Available 24/7

No

Other Eligibility Criteria

18 and older. Must be a resident of Floyd, Giles, Montgomery, Pulaski Counties, Radford

Family

No

Intake Contact

Janet Brennend

Intake Contact Email

[nrvaoo@nrvaoo.org](mailto:nrvaoa@nrvaoo.org)

Intake Process

Walk-ins and telephone referrals accepted. Written application/specific documents required for some services.

New River Valley Agency on Aging

<https://www.nrvaoo.org>

<https://www.facebook.com/nrvaoo/>

Main

(540) 980-7720

Toll-Free

(866) 260-4417

44 Third Street NorthWest

24301 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The long-term care ombudsman program provides assistance to residents and their families who are served through the long-term care system.

The program offers counseling, information, and advocacy services for and on behalf of residents in nursing homes, assisted living facilities, and older persons who receive community-based care.

The local Ombudsman is available to identify, investigate, and work to resolve complaints about long-term care services.

Service Area(s)

Floyd County

,

Giles County

,

Montgomery County

,

Pulaski County

,

Radford City

Email

[nrvaoo@nrvaoo.org](mailto:nrvaoa@nrvaoo.org)