

## Long Term Care Ombudsman

### Age Requirements

60+

Available 24/7

No

### Other Eligibility Criteria

Must be an adult living in or with a relative living in a long term care facility or receiving home health services.

### Family

No

### Intake Process

Call 804 343 3000 to be connected to our ombudsman or more information.

### Intake Contact Telephone

(804) 343-3000

### Provider Refer

Yes

### Self Refer

Yes

Senior Connections, The Capital Area Agency on Aging

<http://www.seniorconnections-va.org>

<https://seniorconnections-va.org/services/advocacy-support/long-term-care-ombud...>

<https://www.facebook.com/seniorconnectionscaaa/?v=wall>

@sccaaa

### Main

(804) 343-3000

### TTY/TTD

(804) 343-3008

1300 Semmes Avenue

23224 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

Call for Information

Languages Spoken

English

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Language Line available

The Long Term Care Ombudsman program assists residents and their families in a confidential manner with concerns about care in a nursing home or adult care residence or by a home health agency. The Long Term Care Ombudsman is available to assist long term care facility residents and their family members with information and advocacy services.

The Ombudsman will provide individuals with the following personalized services and always in a confidential manner:

- Serving as a link between long term care facility residents and the person(s) responsible for their care
- Receiving questions, complaints and general concerns from individuals regarding financial, social, family, or legal issues
- Providing residents and their family members with information about patient rights, government benefits and other appropriate assistance
- Protecting and advocating for the rights of persons living in nursing homes and adult care residences; counsels families in how to express their concerns and refers them to other appropriate community and advocacy agencies
- Promoting community awareness about the rights of older persons and provides training to long term care providers.

Service Area(s)

Charles City County

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Chesterfield County

,

Goochland County

,

Hanover County

,  
Henrico County

,  
New Kent County

,  
Powhatan County

,  
Richmond City

Email

[seniorconnections@youraaa.org](mailto:seniorconnections@youraaa.org)