

Ombudsman

A state agency that investigates complaints made by or on behalf of persons in nursing facilities, continuing care retirement communities and assisted living facilities and for persons receiving community-based services, such as home health and personal care.

Links

State Corporation Commission (SCC): Office of the Managed Care Ombudsman

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[State Corporation Commission \(SCC\): Office of the Managed Care Ombudsman](#)

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Virginia Office of the State Long-Term Care Ombudsman

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Virginia Health Care Association | Virginia Center for Assisted Living (VHCA|VCAL)

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Article

Nursing Home Residents' Rights: Questions Answered

What rights do nursing home residents and their families have? Are there specific legal rights regarding issues ranging from family visiting hours to physical restraint of residents? Find out the answers to these questions and others, and where families should go for assistance.

Source

[Virginia Poverty Law Center](#)

Article

Residents' Rights: National Consumer Voice for Quality Long-Term Care Fact Sheet

What rights do residents of nursing homes have? How are those rights protected? What action can families take if they believe a loved one's rights are being abused? Get the answers in this helpful article.

Source

[National Consumer Voice for Quality Long-Term Care](#)

Article

The Office of the Managed Care Ombudsman

An overview of the role of the Office of Managed Care Ombudsman in Virginia.

Source

[Bureau of Insurance, State Corporation Commission](#)

Article

Ombudsmen: Long-Term Care and Managed Care

This article explains how long-term care ombudsmen and managed care ombudsmen help older people resolve problems related to long-term care facilities and managed care insurance policies.

Source

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Article

How To Choose a Nursing Home or Other Long-Term Care Facility

Guidance from the National Institute on Aging about selecting and planning for long-term care.

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[National Institute on Aging](#)

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