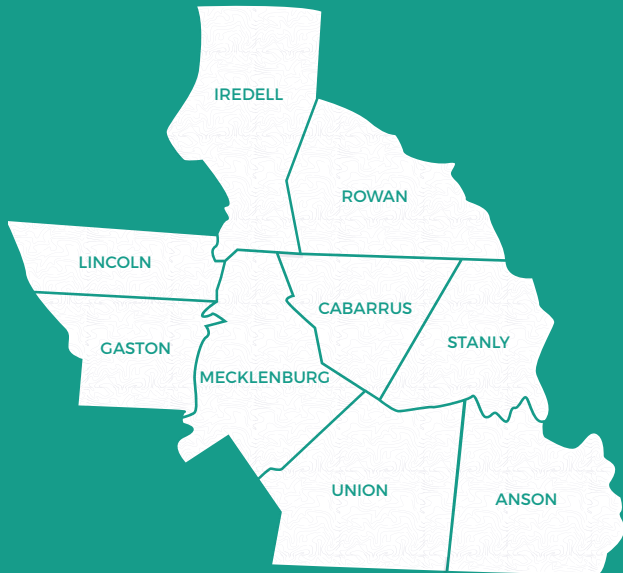


Our Mission

The Long-Term Care Ombudsman Program is mandated by federal law and serves all 50 states. In North Carolina, this regional program is part of the 16 Area Agencies on Aging.

Centralina Area Agency on Aging covers a nine-county region including Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union. Ombudsmen strive to support and improve the quality of life of older and disabled adults who live in long-term care facilities. Ombudsmen help residents age with dignity, choice and independence.



Centralina Area Agency on Aging is a division of Centralina Regional Council.

Volunteer Opportunities

The ombudsman program works alongside Community Advisory Committees, which consist of volunteers trained and designated to be representatives of the Ombudsman Program. They visit facilities, interact with residents and advocate for quality care in the homes.

Contact us if you're interested in joining a Community Advisory Committee in your county.

1 (800) 508-5777
www.CentralinaAging.org



CENTRALINA
Area Agency on Aging



CENTRALINA
Area Agency on Aging



**OMBUDSMAN
PROGRAM**

**Free & Confidential
Advocacy Services for Long-Term
Care Residents**

Ombudsmen advocate for the rights of long-term care residents to enhance their quality of life. They're responsible for investigating complaints and working with residents, family members and concerned citizens. Ombudsmen help residents age with dignity, choice and independence.

The Ombudsman Program can protect your rights by:



Resolving complaints



Investigating concerns



Mediating disputes



Monitoring long-term care facilities



Conducting training and education



Promoting elder abuse awareness

You may need an ombudsman if you:

- Live in a nursing, adult care or family care home.
- Are a family member or friend of a long-term care resident.
- Are a staff member at a long-term care facility.
- Are a government agency or community group.
- Need help with long-term care placement.

Before contacting an ombudsman:

- **Use the facility complaint or grievance procedure system.** If possible, try and solve complaints through the facility first.
- **Be prepared.** Be organized and have your concerns written down to help you be more effective and ask the right questions.
- **Keep records.** Take notes or keep a journal. Remember to record dates, times and the names of the people you spoke with regarding your concerns.
- **Be pleasant.** Remain calm and share your concerns respectfully.

Contact Your Local Ombudsman 1 (800) 508-5777