



## Long Term Care Ombudsman Program

### MISSION

The mission of the Ombudsman Program is to act as an advocate for persons receiving long-term care, whether the care is provided by a nursing home, assisted living facility, home health care agency, or adult day care. When clients are unable to resolve problems on their own, the Ombudsman will assist them to find a solution.

### OBJECTIVES

- Receive, investigate, and work to resolve complaints involving quality of care in a confidential manner.
- Assist residents in exercising their rights.
- Mediate concerns between residents (and/or their families) and the facility/provider.
- Provide residents and their families with information about long term care resources in our community.

### HOW TO REACH US

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A program provided by



24 E. Cary St., Richmond, VA 23219

# *Volunteer!*

## **Our Long Term Care Residents Need You**

The Richmond Area Long Term Care Ombudsman Program is looking for skilled communicators who are empathetic, diplomatic, and professional. As a Volunteer Ombudsman, you will be assigned to a specific long term care facility, working to ensure that residents' rights are being protected.

### **Responsibilities include:**

- Developing confidence in agency program and establish cooperative and trusting relationship with residents and staff of an assigned facility.
- Promote the residents' bill of rights among facility staff, residents, and family members.
- Report observations and concerns regarding issues to the local long term care ombudsmen.
- Empower residents and their families to be proactive in cultivating positive changes in the facility when necessary.

Volunteer Ombudsmen must be 21 years of age, commit to a minimum of one year of service, complete a 30-hour self-study and field training program, and serve between four hours a month and four hours a week. For additional information, please call (804) 343-3057.