



The Long-Term Care Ombudsman Program advocates for seniors and adults with disabilities living in the more than 76,000 beds in long-term care facilities throughout Los Angeles County.

- Regional offices:
 - Santa Monica
 - Van Nuys
 - Pasadena
 - Long Beach
 - Montebello
- Hours of operation:
Monday - Friday from 8:30 am - 5:00 pm
- 24-hour Crisis Line, including weekends and holidays (800) 231-4024
- Community presentations to educate the public about long-term care issues

WISE & Healthy Aging

City and County of Los Angeles

Long-Term Care Ombudsman Program

Upholding the rights of residents in skilled nursing and residential care facilities since 1980.

The WISE & Healthy Aging Long-Term Care Ombudsman Program is partially funded by the County of Los Angeles Workforce Development, Aging and Community Services, Area Agency on Aging, through the Older Americans Act of 1965, as amended, and the City of Los Angeles Department of Aging. But these funds do not cover the full costs of the services provided by the Ombudsman Program. WISE & Healthy Aging is dependent on the generosity of corporations, individual donors and foundations.



As we age, many of us will need to spend time in a nursing home rehabilitating from occurrences such as a hip fracture, knee surgery or stroke. Others may find that they cannot live independently and need assistance with activities of daily living (bathing, toileting, dressing) that an assisted living facility may provide. For some, the high cost of receiving care at home requires the transition to a long-term care setting.

The highly effective WISE & Healthy Aging Long-Term Care Ombudsman Program exists to provide brief interventions, improving quality of care and quality of life in long-term care facilities. The three most common complaints are: failure to respond to call lights, inappropriate discharges/evictions, and gross neglect.

To find an office near you, call
(800) 334-9473 (WISE)

For emergency after hours, contact
the State Crisis Line **(800) 231-4024**

How You Can Help

Your participation in the Ombudsman Program can make a real difference in the life of a resident in a long-term care facility.

• Volunteer

Ombudsman volunteers are needed to provide the services described. They undergo a 48-hour certification training, fingerprint and background clearance to become state-certified by the California Department of Aging. Volunteers are also needed to provide administrative support and translation services that do not require certification.

For more information about volunteering, please call (800) 334-9473 (WISE)

• Donate

Make a charitable, tax-deductible contribution to sustain program services. Call us at (310) 394-9871 or make your donation securely at www.wiseandhealthyaging.org/to-donate

• Spread the Word

Join us on Facebook at facebook.com/LALTCOmbudsman



How WISE & Healthy Aging Can Help

The Ombudsman Program is an advocacy group of trained professionals who help protect and ensure the quality of care of individuals living in long-term care facilities. Ombudsmen educate residents and their families about their rights in these facilities, help to resolve complaints and address a variety of issues.

Complaints an Ombudsman Can Address

- Staff are rough when providing care
- Staff are discourteous
- Not getting mail or phone calls
- Questions about Medicare or Medi-Cal are not being answered
- Wrong medications are given or at the wrong time
- Nutrition and dietary concerns
- Heating or air conditioning problems
- Activities are boring or the only activity is watching television
- Personal property is lost or stolen
- Slow response to call lights
- They have not seen a physician in months
- Hearing aids and/or eyeglasses are missing
- Residents rights are being ignored
- Lack of participation in care plan
- Abuse and neglect
- Inappropriate unsafe transfers and discharges
- Issues with physical therapy
- Discrimination against residents in LGBTQ community

Ombudsman Services

- **Advocacy**
Presenting and promoting residents' concerns to a facility's administration, regulatory agency, legislators and policy makers.
- **Investigation**
Investigating complaints made by or on behalf of residents, including abuse allegations.
- **Conflict Resolution**
Assisting parties to reach agreements and to resolve conflicts with the residents' satisfaction as the main focus.
- **Education**
Promoting resident and caregiver awareness of their rights, including any pertinent State or Federal regulations. Providing consultations to facilities on how to preserve residents' rights.
- **Witness to Documents**
Witnessing of resident signatures on Advance Health Care Directives, as required by the Probate Code, for residents of nursing homes only.
- **Unannounced Visits**
Making facility visits to be available to residents, as well as monitoring facility conditions.

The basis of the Ombudsman program is the "expressed wish" of the resident. The Ombudsman educates residents about options available to resolve a complaint, encouraging personal empowerment. Options may include simply

Ombudsmen have a state mandate to receive reports and conduct preliminary investigations of allegations of elder or dependent adult abuse in long-term care facilities.



making a facility administrator aware of an issue, having a meeting with the facility, coordinating assistance with licensing entities, professional boards, and working with law enforcement with issues of criminal abuse.

Frequently family caregivers are overwhelmed by the demands of providing full-time care to a loved one or may physically be unable to provide ongoing care and need the assistance of a long-term care facility. Family members feel comfort knowing that an Ombudsman is available to their loved one for assistance when they are unable to intervene due to work, illness or other family demands. Many clients are dealing with mental capacity issues, grief and loss, chronic medical conditions, and navigating the complicated long-term care system.

WISE & HEALTHY AGING

**LONG-TERM CARE
OMBUDSMAN PROGRAM**

COVERING CITY AND COUNTY OF LOS ANGELES

About WISE & Healthy Aging

WISE & Healthy Aging, a social services organization, advances the dignity and quality of life of older adults through leadership, advocacy and innovative services. This nonprofit is the result of a November 2007 merger of WISE Senior Services and Center for Healthy Aging. Each organization served the community for more than three decades prior to the merger, earning national reputations for programming and services.

- Adult Day Service Center
- Caregiver Training and Support
- In-Home Services/Care Management
- Elder Abuse Prevention Program
- Holistic Elder Abuse Response Team (HEART)
- Mental Health Services and Peer Counseling
- Club 1527
- Los Angeles Oasis
- Training and Education Center
- Transportation and Mobility Program
- WISE Diner
- WISE HomeCare
- Benefits Enrollment Center
- Medicare Insurance, Legal and Financial Counseling
- Information & Referral Services
- Tax Preparation Service
- Volunteer Opportunities

WISE
& Healthy Aging

1527 4th St., 3rd Floor • Santa Monica, CA 90401

(310) 394-9871

www.wiseandhealthyaging.org