

WHAT IS AN OMBUDSMAN?

A Long-Term Care Ombudsman serves as an advocate for residents of long-term care facilities.

Ombudsmen also:

- Investigate complaints
- Solve problems
- Provide information
- Protect resident rights

WHO CAN USE THE OMBUDSMEN PROGRAM?

- ◆ Residents of long-term care facilities
- ◆ Relatives and friends of residents
- ◆ Facility administrators and employees
- ◆ Any person or group concerned about resident treatment
- ◆ The community-at-large

WHAT DO OMBUDSMEN DO?

- Receives, investigates, and works to resolve complaints made by or on behalf of residents in long-term care facilities.
- Maintains a regular presence in all long-term care facilities.
- Provides educational programs to the community and conducts in-service training for facility staff.
- Assists in developing family and resident councils in long-term care facilities.
- Works with the long-term care facilities to protect resident rights and ensure that residents receive the best care and services.

Support, Information and Advocacy

Only a phone call away!

Don't hesitate to contact your

District Ombudsman today!

1-877-236-0013

WHEN CAN YOU USE THE OMBUDSMAN PROGRAM?

- To report a problem, complaint, or concern
- To seek information about long-term care facilities
- For questions about facility services or standards, residents rights, or any other matter related to a long-term care facility.

**CALL YOUR DISTRICT
OMBUDSMAN TODAY WITH
QUESTIONS & CONCERNS.**

1-877-236-0013

Commission on Aging and Disability
502 Deaderick Street, 9th

Floor

Nashville, TN 37243-0860

1-877-236-0013



YOUR RIGHTS AS A RESIDENT

- To voice complaints without fear of reprisal
- To be free of all types of abuse
- To have privacy
- To participate in social, religious and community activities
- To participate in your own care
- To make decisions
- To be treated with dignity and respect
- To be free from discrimination

WHAT CAN THE OMBUDSMAN DO FOR YOU?

- Provide free, confidential assistance to long-term care residents
- Educate long-term care staff to meet the needs and concerns of residents
- Advocate for long-term care residents
- Educate the community about the long-term care system

District Ombudsmen

- **JOHNSON CITY**
Debby Morrell
423.794.2488
- **KNOXVILLE**
Lynette Edwards
865.691.2551, ext. 4223
- Rebecca Jones
CHATTANOOGA
423.755.2877
- **COOKEVILLE**
Kim Fowler
931.432.4210
- **NASHVILLE**
Richard Robinson, Brittany Morton
615.850.3918
- **COLUMBIA**
Andrea Morrow
931.379.2926
- **MARTIN**
Marchell Gardner
731.587.4213 ext. 239
- **JACKSON**
Norma Bell
731.668.6411
- **MEMPHIS**
Zev Samuels
901.529.4565



TENNESSEE LONG-TERM CARE OMBUDSMAN PROGRAM

1-877-236-0013

Ombudsmen.....

Advocates for the
residents of long-term
care facilities