

WHAT IS AN OMBUDSMAN?

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

To make sure your rights are protected Ombudsmen:

- 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 DOES THE OMBUDSMAN 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 residents 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 matters 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
1-877-236-0013



**AS A RESIDENT YOU HAVE
THE RIGHT...**

- 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?**

- We provide free, confidential assistance to long-term care residents
- We educate long-term care staff to meet the needs and concerns of residents
- We advocate for long-term care residents
- We educate the community about the long-term care system

District Ombudsmen

District 1 (Johnson City)
Debby Morrell 423.794.2488

District 2 (Knoxville)
Thomas Kahler
865.691.2551 x4223

District 3 (Chattanooga)
Ashley Pelham 423.755.2877

District 4 (Cookeville)
Kim Fowler 931.432.4210

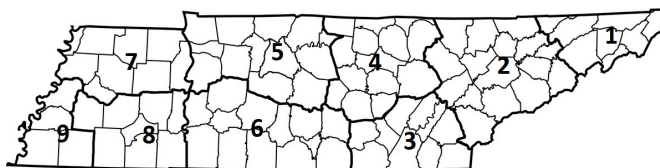
District 5 (Nashville)
Richard Robinson, or Melinda Lunday 615.850.3918

District 6 (Columbia)
Andrea Morrow 931.379.2926

District 7 (Martin)
Kim Boyd
731.587.4213 X239

District 8 (Jackson)
Norma Bell 731.668.6411

District 9 (Memphis)
Zev Samuels 901.529.4565



**TENNESSEE
LONG-TERM
CARE
OMBUDSMAN
PROGRAM**

1-877-236-0013

Kaitlyn Goffin

LTC Ombudsman

423-755-2877

**Advocates for the
residents of
long-term care
facilities**