

The Long-Term Care Ombudsman Program advocates for seniors and adults with disabilities living in more than 2,100 long-term care facilities throughout Los Angeles and San Bernardino Counties:

• Regional Offices:

- Santa Monica
- Van Nuys
- Pasadena
- Long Beach
- Montebello
- Torrance
- Palmdale
- San Bernardino
- Victorville

• Hours of Operation:

Monday - Friday from 8:30 am - 5:00 pm



*This program is partially funded by the County of Los Angeles Aging and Disabilities Department, the City of Los Angeles Department of Aging, and the San Bernardino County Department of Aging and Adult Services, through the Older Americans Act of 1965, as amended.*

## How You Can Help

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

• **Volunteer**

Ombudsman volunteers are needed. They undergo a 48-hour certification training, fingerprint and background clearance to become state-certified. 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/donate](http://www.wiseandhealthyaging.org/donate)

• **Spread the Word**

Join us on Facebook at [facebook.com/LALTCOmbudsman](https://facebook.com/LALTCOmbudsman)



**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.

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

**(310) 394-9871**

[www.wiseandhealthyaging.org](http://www.wiseandhealthyaging.org)



 **WISE & HEALTHY AGING**  
**LONG-TERM CARE**  
**Ombudsman**  
**S E R V I C E S**  
Covering the Counties of  
Los Angeles and San Bernardino



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

The WISE & Healthy Aging Long-Term Care Ombudsman Program provides brief interventions to improve quality of care and quality of life in long-term care facilities. The Ombudsman educates residents about options available to resolve a complaint, encouraging personal empowerment. Options may include making a facility staff aware of an issue, coordinating assistance with licensing entities, professional boards, and working with law enforcement to address issues of criminal abuse.

To contact an Ombudsman, call  
**(800) 334-9473 (WISE)**

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

**[www.wiseombudsman.org](http://www.wiseombudsman.org)**

## Ombudsman Services

Ombudsmen educate residents and their families about their rights, help to resolve complaints and address a variety of issues. All calls are confidential.

- **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.

- **Conflict Resolution**

Assisting parties to reach agreements and resolve conflicts with the residents' satisfaction as the focus.

- **Unannounced Visits**

Making facility visits to be available to residents, as well as monitoring facility conditions.

- **Education**

Promoting resident and families 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, (required by the Probate Code), for residents of nursing homes only.



## Complaints an Ombudsman Can Address

- Abuse and neglect
- Inappropriate unsafe transfers and discharges
- Staff are rough when providing care
- Staff are discourteous
- Not getting mail or phone calls
- Questions about Medicare or Medi-Cal not being answered
- Wrong medications given
- Nutrition and dietary concerns
- Heating or air conditioning problems
- Activities are boring or non-existent
- 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
- Issues with physical therapy
- Discrimination against residents in LGBTQ community

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**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.**