

## **Long Term Care Problem Assistance**

Available 24/7

No

Other Eligibility Criteria

Person receiving long term care in a nursing facility, home for adult or in the community.

Family

No

Intake Contact

Linda Shortt

Intake Process

Contact the program for more information or to lodge a complaint.

Self Refer

Yes

Appalachian Agency for Senior Citizens (AASC)

<http://www.aasc.org/>

<http://www.aasc.org/services/ombudsman.html>

Main

(276) 964-4915

Toll-Free

(800) 656-2272

Wardell Industrial Park

216 College Ridge Road

24609 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

## Languages Spoken

English

The Long Term Care Ombudsman Program serves as an advocate for persons receiving long term care in a nursing facility, home for adults or in the community. The program provides a point of entry for concerns and issues related to long term care services, to mediate complaints, to integrate existing services, and to provide complaint resolution. The program must investigate and resolve complaints made by or on behalf of the individuals who are recipients of long term care providers relating to administrative action which may adversely affect the health, safety, welfare, and rights of such recipients. The program must monitor the development and implementation of federal, state and local laws with respect to long term care providers and provide information as appropriate to public agencies regarding the problems of older individuals receiving long term care.

## Service Area(s)

Buchanan County

,

Dickenson County

,

Russell County

,

Tazewell County

Email

[referral@aasc.org](mailto:referral@aasc.org)