

**The Long-Term Care  
Ombudsman Program  
contracts with  
52 Area Agencies on Aging  
covering all 67 counties across  
Pennsylvania.**



**The Department of Human Services**

is the state agency that licenses, inspects and investigates personal care homes.

To file a complaint: 877-401-8835

**The Department of Health**

is the federal agency that licenses, inspects and investigates nursing and rehabilitation facilities.

To file a complaint: 800-254-5164

**Adult Protective Service**

Is the part of the Area Agency on Aging that investigates allegations of abuse, neglect, exploitation and abandonment.

To file a complaint: 800-732-6618

Or  
800-490-8505

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**Office of the  
State Long-Term Care  
Ombudsman  
PA Department of Aging**

555 Walnut St, 5<sup>th</sup> Floor  
Harrisburg, PA 17101  
(717) 783-8975

[www.aging.state.pa.us](http://www.aging.state.pa.us)



**Armstrong County  
Area Agency on Aging**

120 S. Grant Ave, Suite 4  
Kittanning, PA 16201  
724-548-3290

Director: Lisa Shaffer

Or to contact the Ombudsman  
**(724) 859-8661** or  
**(800)368-1066**

In 1987 the government passed the Nursing Home Reform Law. This law outlined exactly what constitutes resident rights. This law gave us the

Resident of long-term care facilities have numerous rights under federal and state law.

**These rights include:**

- A resident cannot be discriminated against
- A resident cannot be neglected, intimidated, physically or verbally abused
- A resident shall be treated with dignity and respect
- A resident has the right to communicate privately with whomever they choose
- A resident shall have the right to access, review and request corrections of their records
- A resident shall be free from restraints (physical and chemical)
- A resident has the right to privacy
- A resident has the right to choose ones own health care providers
- A resident has the right to file complaints with any individual or agency without intimidation, retaliation or threat of discharge.

Plus many more.

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# The Pennsylvania Department of Aging **Long-Term Care Ombudsman Program**

Our mission is to  
"Advocate for those who can't,  
support those who can,  
and ensure all  
long-term care consumers  
live with dignity and respect."



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## What is an Ombudsman?

Ombudsman is a Swedish word which mean "citizen representation."  
Pennsylvania Ombudsman are trained individuals who advocate on behalf of people who receive long-term care services.

## What does an Ombudsman do?

Ombudsmen advocate for residents. They are responsible to investigate complaints to find solutions. They educate and enable residents to achieve their goals. They facilitate corrective actions, mediate conflicts and assist in negotiating resolutions. Ombudsmen ensure that the resident knows they are supported and that someone is looking out for them.

## Who uses an Ombudsman?

Residents or potential residents of long-term care facilities, as well as individuals receiving services from community and adult day care facilities.

This also includes residents' friends and family, community groups, government agencies, long-term care administrators and agencies, and citizens who want to improve long-term care.



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## When would someone contact an ombudsman?

When a person is concerned about their well being or care and they reside in a long term care facility or receive services from an adult day care service.

When a person is concerned about the well being of *another* individual who lives in a long term care facility or is a consumer of an adult day care service.

The reasons to contact an ombudsman can range from quality of care, to human rights violations, to poor treatment or lack of treatment. Anytime there is concern for the well being of another or oneself, a call to the ombudsman would be warranted.

Additionally, ombudsman often receive calls when there are concerns involving transfers, discharges, discontinuances, or changes in services for resident.

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