

The Pennsylvania Department of Aging's Long-Term Care Ombudsman Program contracts with 52 Area Agencies on Aging, that cover all 67 counties and provide Ombudsman services throughout the state.



**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
A part of the Area Agency on Aging, investigates allegations of all types of abuse, neglect, exploitation and abandonment.
To file a complaint: 800-732-6618
Or
800-490-8505**

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

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

www.aging.state.pa.us



**Armstrong County
Area Agency on Aging
120 S. Grant Ave, Suite 4
Kittanning, PA 16201
724-548-3290**

**Or the Ombudsman number
(724) 859-8661
(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 The Resident's Bill of Rights.

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.

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.”



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 have various duties in advocating
for residents in facilities. 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?

Resident 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.



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.
