
What is a Long-term Care (LTC) Ombudsman?

- ✓ a trained, objective,
- ✓ independent citizen who resolves problems for nursing home and residential care home residents

- ✓ a volunteer who works to enhance the quality of care and quality of life for long-term care residents

- ✓ a state-certified volunteer who visits an assigned facility regularly to hear, investigate and resolve complaints made by or on behalf of residents and acts as an advocate to maintain residents' rights, safety and dignity

Long-term care ombudsmen receive regular training, support and supervision from the coordinator and staff of the Napa Long-term Care Ombudsman Program after completing a required initial training program and a background check.

How can an LTC Ombudsman help you?

Are you considering placement of a family member in a residential care home or a skilled nursing facility?

Do you have a family member or someone you care about living in a long-term care facility?

Do you have questions about Napa County long-term care facilities?

To talk with someone about:

- level or quality of care
- patient's rights
- total cost or itemized charges
- food or special diets
- pharmacy/medication issues
- meaningful activities
- Medi-Cal and Medicare
- community resources
- Durable Power of Attorney for Health Care
- Federal & State laws regarding Ombudsman programs
- becoming an Ombudsman

please call the Napa County Long-term Care Ombudsman at (707) 255-4236.

Do you have a concern or a question?

If you are

- a nursing home resident
- a residential care home
 - o resident
- a member of the family
- an advocate for a resident
- a nursing home staff member
- a concerned member of the community

please call The Napa County LTC Ombudsman Office at 255-4236.

Evenings & weekends, you may call the State LTC Ombudsman 24-Hour Hotline: 1-800-231-4024

This confidential service is free--to residents, family members of residents, or concerned individuals--as an independent source of help to maintain and improve the quality of life for residents in long-term care facilities.

This service is funded by the Area Agency on Aging Serving Napa-Solano and private donations. We welcome your tax-deductible donation to help serve Napa County's elders in long-term care.

Napa County LTC Ombudsman Program Resource Directory

**Comprehensive Services for Older
Adults/Adult Protective
Services/Geriatric Long-Term Care**
707-253-4625

**Dept. of Health Services
Complaint Line** (monitors skilled &
intermediate care facilities)
1-866-784-0703

**Dept. of Social Services Community
Care Licensing** (monitors residential
care facilities for the elderly)
707-588-5026

**H.I.C.A.P. (Health Insurance
Counseling & Advocacy Program)**
1-800-303-4477

Medi-Cal Eligibility: 707-253-4625

Legal Aid of Napa Valley
707-259-0579

Napa County Public Guardian
707-253-4049

**Area Agency on Aging Serving
Napa/Solano:** 707- 644-6612

Veterans Service Office
707-253-4558

Serving our frail and vulnerable...

The dictionary defines “ombudsman” as “a government appointee who investigates complaints by private persons against the government.” Powers have been broadened for this program. The LTC ombudsman is empowered by federal and state law to investigate allegations of the infringement of rights, or of abuse or neglect in long-term care facilities--complaints against any agency, business, or individual involved in providing resident care.

Dedicated volunteers protect rights, preserve dignity, and advocate for quality care of residents.

An LTC ombudsman plays a vital role in assuring resident care and family members' peace of mind.

We need trained, certified volunteers to serve Napa County's 2000+ elderly long-term care residents.

Please consider becoming an LTC Ombudsman. You can make a big difference every day for people whose world has grown very small.

We gratefully acknowledge [The Jewish Community of Napa Valley](#) for financial assistance in producing this brochure.

Napa County Long-Term Care Ombudsman Program

[Advocates for Residents of
Nursing Facilities &
Residential Care Homes](#)



Napa Long-Term Care Ombudsman
1443 Main Street, Suite 125
Napa, CA 94559

Phone (707) 255-4236

Fax (707) 255-4713

[e-mail: napaombudsman@aaans.org](mailto:napaombudsman@aaans.org)

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1-800-231-4024