



Long-Term Care Ombudsman

Funding provided by the Bureau of Senior Services, Charleston, West Virginia

The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life, improve the level of care, protect the individual rights and promote the dignity of each senior citizen housed in a long-term care facility.

West Virginia Long-Term Care Ombudsman Program Philosophy

A Long-Term Care Ombudsman should be accessible, reasonable, fair, knowledgeable of issues affecting long-term care residents, and possess the necessary skills to resolve problems using, whenever possible, informal techniques of mediation, conciliation, and persuasion.

What does the Volunteer Ombudsman do?

- Advocates for residents' rights and quality care in nursing home facilities, assisted living facilities, and similar long-term care facilities.
- Monitors the long-term care system and makes appropriate recommendations for improvements.
- Makes unannounced visits to facilities.
- Provides information to residents and mediates their concerns.
- Provides community education.

Making a Difference in a Long-Term Care Resident's Life - Legal Aid of West Virginia

Who does the West Virginia Long-Term Care Ombudsman Program serve?

- Over 11,000 elderly and other disabled persons living in West Virginia's 142 nursing homes.
- The residents of long-term care facilities, including nursing homes, long-term care units of hospitals, assisted living facilities, residential care communities, legally unlicensed homes, and adult family care homes.

What can you do?

You can assist residents of long-term care facilities by becoming a trained certified Ombudsman volunteer. After your initial training, you can visit with seniors in a facility in your area and can help to ensure that they are getting their daily needs met and their rights are protected.

What kind of commitment do you need to make?

After the initial training period, you can make your own schedule. If you can donate a couple of hours a week and like to work with seniors, we would like to talk to you.

State Long-Term Care Ombudsman
Suzanne Messenger
304-816-3151

Long-Term Care Ombudsman Program
Coordinator of Volunteer Services
Roy Herzbach
1-800-834-0598