



What is an Ombudsman?

Ombudsman is a Swedish word that means “citizen representative.” An ombudsman acts on behalf of people who need assistance in advocating their own cause. The federal Older Americans Act requires each state to establish a long term care ombudsman program to assist residents of long term care facilities.



Philadelphia Corporation for Aging (PCA), a private, non-profit Area Agency on Aging, was established in 1973 to coordinate social services for Philadelphians who are older or who have disabilities and to assist them in achieving optimum levels of health, independence, and productivity. One of the region’s largest non-profit organizations, PCA is funded in part by the federal Older Americans Act, Medical Assistance, and the Pennsylvania Lottery, all channeled through the Pennsylvania Department of Aging.

Guided by its Board of Directors and an Advisory Council, PCA employs more than 650 people and contracts with over 100 community organizations and service providers to deliver a variety of services to more than 100,000 older Philadelphians and people with disabilities each year.



PHILADELPHIA CORPORATION FOR AGING™

642 North Broad Street
Philadelphia, PA 19130-3409

Administration: 215-765-9000 • Fax: 215-765-9066

PCA Helpline: 215-765-9040

215-765-9041 (for hearing impaired)

www.pcaCares.org

05/07

Photos by Candace diCarlo, Bruce Stromberg, and PCA
©2007 Philadelphia Corporation for Aging. All rights reserved.



OMBUDSMAN PROGRAM



Advocates for consumer rights



PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™





Who is served?

Sponsored by Philadelphia Corporation for Aging (PCA), the Philadelphia Long Term Care Ombudsman Program serves all consumers of long term care services including participants of older adult day care centers; and residents of nursing homes, personal care homes, and domiciliary care homes. It also assists the relatives and friends of residents and the employees of long term care facilities in resolving resident concerns. Ombudsman services are free.

How does the Ombudsman help?

The Ombudsman serves consumers of long term care services by ensuring their rights and by investigating and resolving complaints. The Ombudsman protects the identity of complainants upon request and respects confidentiality.

Issues addressed by the Ombudsman include:

- Finances - residents' personal funds, Medicare and Medicaid benefits, charges, and billing
- Quality of life - food, physical environment, and social activities



- Resident care - medications, physician and rehabilitative services, and nursing care
- Residents' rights - policies and practices regarding dignity, admissions, transfer, and discharge

An Ombudsman serves residents by:

- Answering questions, providing information, and making referrals to long term care programs and related services
- Coordinating efforts with other organizations concerned with the quality of life of long term care residents
- Encouraging resident, family, and community involvement in the issues affecting long term care facilities
- Providing community education and awareness of residents' rights

How can I contact an Ombudsman?

If you live in South, West, or North Philadelphia contact:

The Center for Advocacy for the Rights and Interests of the Elderly (CARIE)

100 N. 17th Street, Suite 600
Philadelphia, PA 19103
Phone: 215-545-5724
Fax: 215-545-5372
Website: www.carie.org

If you live in Northeast or Northwest Philadelphia contact:

Neighborhood Interfaith Movement (NIM)

7047 Germantown Avenue
Philadelphia, PA 19119
Phone: 215-843-0304
Fax: 215-843-0305
Website: www.nim-phila.org

How can I help?

The Philadelphia Long Term Care Ombudsman Program also sponsors a volunteer Ombudsman Program. If you would like to become a volunteer, contact PCA or the nearest Ombudsman program. *(See the listing of phone numbers in this brochure.)*