

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) is the first place for older Philadelphians, and adults with disabilities, to turn for information and services to help maintain or improve the quality of their lives.

Established in 1973, PCA is a private, nonprofit, nationally-recognized Area Agency on Aging. PCA contracts with more than 200 community organizations to deliver services aimed at helping older Philadelphians and adults with disabilities achieve their maximum levels of health, independence and productivity. Through its work, PCA touches the lives of more than 100,000 individuals each year.

One of the region’s largest nonprofit organizations, PCA is funded primarily through the Older Americans Act, Medical Assistance and the Pennsylvania Lottery, channeled through the Pennsylvania Department of Aging.

PCA

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)

Toll free 888-482-9060 (outside Philadelphia)

www.pcaCares.org

Visit us on Facebook! www.facebook.com/pcaCares.org

www.twitter.com/pcaCares_org

Photos by Candace diCarlo, Evangelina Iavarone and Bruce Stromberg

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OMBUDSMAN PROGRAM

Advocates for
consumer rights



PCA

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 at older adult day care centers, and residents of nursing, personal care, assisted living 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
- 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)

2 Penn Center Plaza
1500 JFK Blvd., Suite 1500
Philadelphia, PA 19102

Phone: 215-545-5724

Fax: 215-545-5372

Website: www.carie.org

If you live in Northeast or Northwest

Philadelphia contact:

Center in the Park

5818 Germantown Ave.
Philadelphia, PA 19144

Phone: 215-844-1829

Fax: 215-848-4015 (Attn: Ombudsman)

Website: www.centerinthepark.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 at 215-765-9000, ext. 3109 or the nearest Ombudsman program at the phone numbers listed above.