

How to File a Complaint

If you are concerned for the well-being of someone receiving long-term care, simply contact us for information or to file a complaint.

The details of your concern will be kept confidential and not shared without your consent.

After investigating, steps may be taken to resolve problems.

We Care About You and Those You Love.

Contact Us

Encompass Community Supports

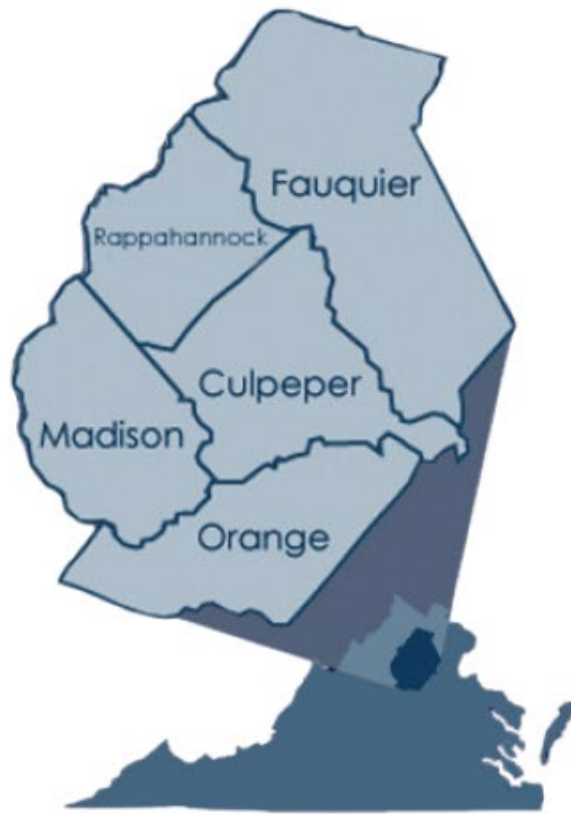
P.O. Box 1568

Culpeper, VA 22701

540-825-3100

Email: Ombudsman@ecsva.org

www.encompasscommunitysupports.org



encompass
— Community Supports —

Formerly Known As – Rappahannock-Rapidan Community Services

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The Long-Term Care Ombudsman Program

Promoting quality and protecting rights

Serving:

**Culpeper, Fauquier, Madison,
Orange & Rappahannock Counties**

OM-BUDS-MAN:

A person who investigates complaints and tries to resolve problems.
An advocate.

A Long-Term Care Ombudsman is a trained staff person or volunteer who promotes quality care and helps protect the rights of those receiving long-term care in a nursing home, assisted living facility or through community-based services to assist persons living at home.

An Ombudsman facilitates discussion, investigates, and works to resolve complaints, and educates residents, families, and staff about residents' rights.

Ombudsman services are free-of-charge.

Who Can Use an Ombudsman?

- Residents of nursing homes, assisted living facilities, and recipients of in-home care or community based long-term care services
- Family and friends of someone receiving long-term care
- Anyone concerned about a resident



A Long-Term Care Ombudsman:

- Provides information and resources for long-term care
- Visits facilities on a regular basis
- Listens to your concerns
- Keeps your conversations confidential
- Does NOT work for the facility
- Provides this service for FREE

What are Residents' Rights?

- To be treated with dignity and respect for individual needs and preferences
- To be informed of your rights and the rules and regulations governing your care
- To be informed of available services and related charges
- To participate in planning your care
- To be informed of reasons for transfer or discharge and given reasonable notice
- To control your personal finances
- To be free of mental and physical abuse and unauthorized chemical or physical restraints
- To have your treatment and medical records kept confidential, unless authorized
- To have private communications with persons of your choice
- To participate in social, religious, and community activities
- To maintain and use personal clothing and possessions as space permits
- To have privacy when visiting with your spouse, family, and friends