

**Contact the Office of
DC Long-Term Care
Ombudsman for assistance:**

202-434-2190

DCOmbuds@aarp.org



**Scan the QR code or visit
aarp.org/LCEOmbudsman**

**Office of the DC Long-
Term Care Ombudsman**

601 E Street, NW
Washington, DC 20049



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Office of the
**DC Long-Term
Care Ombudsman**

LEGAL COUNSEL
for the ELDERLY



**The Office of the District
of Columbia Long-Term
Care Ombudsman**

**ADVOCATING FOR RESIDENTS OF LONG-TERM
CARE FACILITIES IN WASHINGTON, DC**

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WHO OMBUDSMEN SERVE

The Office of the DC Long-Term Care Ombudsman is part of Legal Counsel for the Elderly. Ombudsmen advocate for residents of nursing homes, assisted-living facilities, and community residences. The program also provides advocacy services to individuals and persons 18 years of age and older receiving services through the Elderly and Persons with Physical Disabilities (EPD) Medicaid Waiver.

Legal Counsel for the Elderly (LCE) provides free legal and social work services to DC residents 60 and older. LCE is an affiliate of AARP.



WHAT OMBUDSMEN DO

Long-term care ombudsmen help residents and recipients of long-term care services understand their rights, voice their concerns, find solutions to problems, and obtain legal services. An ombudsman:

INVESTIGATES and assists residents to resolve complaints.

EDUCATES residents, family and staff about residents' rights.

EMPOWERS residents to maintain their autonomy.

PROVIDES information and referrals regarding long-term care programs and services.

ADVOCATES for state and federal laws and regulations that improve quality of care.

RESPECTS the privacy and confidentiality of residents.

OMBUDSMAN SERVICES ARE FREE AND CONFIDENTIAL. For assistance, call the Office of DC Long-Term Care Ombudsman at **202-434-2190** or email: **DCOmbuds@aarp.org**