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

202-434-2190 DCOmbuds@aarp.org



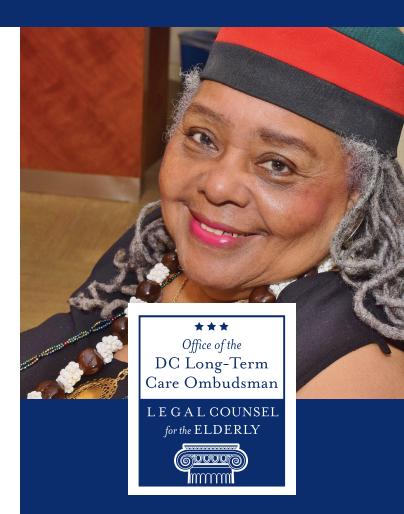
Scan the QR code or visit aarp.org/LCEOmbudsman

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

601 E Street, NW Washington, DC 20049







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

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

202-434-2190

DCOmbuds@aarp.org | aarp.org/LCEOmbudsman

## **WHO OMBUDSMEN SERVE**

## WHAT OMBUDSMEN DO

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. 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

