“Almost one half of all Americans over 65 years old will spend some time in a long term care facility”

What do you do...
...should you or a loved one require long term medical care or assisted living?

Where do you turn....
...when you need information on choosing a nursing home or board and care home

...to assist you or a loved one (once you’ve become a resident within a facility) in receiving quality care

...to advocate for you or your loved one’s rights within the facility

...to investigate and resolve your complaints within the facility?

Call the Ventura County Ombudsman – the only group that exists solely to represent and advocate for the elderly individual residing in long term care.

The Ombudsman’s Mission
The Ventura County Ombudsman Program is founded on the principle that elderly persons unable to care for themselves are entitled to dependable and consistent care.

The Ventura County Ombudsman Program’s mission is to assure the highest quality of life and care possible for those elderly persons in long term care – most of whom are frail and vulnerable and unable to represent themselves.

The Ombudsman Program is administered by:
Long Term Care Services of Ventura County, Inc.
2021 Sperry Ave., Suite 35, Ventura, CA 93003
www.OmbudsmanVentura.org
TEL (805) 656-1986  FAX (805) 658-8540

Long Term Care Services of Ventura County, Inc. is a 501(c)3 public benefit charitable corporation.

Corporate and individual donations are needed, welcomed and appreciated.

Helping to assure the highest quality of life and care possible for our elderly in long term care facilities throughout Ventura County

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Who is an Ombudsman?
An Ombudsman (om-budz-man), a Swedish derivative, is a specially trained and certified individual, either volunteer or staff, who advocates for quality care for the elderly residents in Ventura County’s long term care facilities.

An Ombudsman completes 36 hours of initial training, 15 hours of field service and 12 hours a year of continuing education. He or she is certified by the California Department of Aging and accepts assignment to skilled nursing facilities and assisted living facilities throughout Ventura County.

To ensure quality care the Ombudsman coordinates with licensing and regulatory agencies as well as law enforcement.

Legal Authority
The Ombudsman Program derives its authority from:

The Older Americans Act of 1965, as amended, 42 U.S.C. 3001 et seq., and Human Resources Code, Chapter 101, Subchapter C, 40 T.A.C.

Ombudsman Services
Certified Ombudsman, either staff or volunteers, fulfill vital services to our elderly by:

- Providing pre-placement counseling for those considering long term care options
- Identifying, investigating and resolving complaints by or on behalf of the residents in either nursing facilities or board and care homes
- Providing services such as community education, direct caregiver and law enforcement training to assist in protecting the health, safety, welfare and rights of residents
- Informing residents about obtaining services
- Representing the interests of residents before governmental agencies
- Providing support group services to the resident’s family members and loved ones

Please call us when...

- you are facing long term care decisions for yourself or a loved one and would like information on Ventura County facilities and long term care options
- you suspect elder abuse or neglect within any long term care facility throughout Ventura County
- you have had to place a loved one in long term care and are experiencing trauma and guilt.
- you are confused about laws governing residents rights, elder abuse or neglect
- you would like to become a volunteer and help ensure a quality life for our frail elderly in long term care
- you need any information regarding long term care.

All our services are free and confidential.
Services are available 24 hours a day, 7 days a week. Call office for emergency number.

Do not cast me away when I am old; do not forsake me when my strength is gone...