

COUNTIES SERVED BY THE  
5TH DISTRICT LONG-TERM CARE  
OMBUDSMAN PROGRAM



FACTS ON ELDER CARE IN MIDDLE TENNESSEE

Number of Long-Term Care

Facilities in 5th District: **160**

Total Number of Residents in

those facilities: **12,000**

Percentage of residents with no family or

friends to speak up for them: **50%**

Number of hours of care required by the state

of Tennessee for each resident in 24 hours: **2**

Number of hours of care needed by

residents in 24 hours: **4.1**

Most frequent complaint by residents

and family members: **lack of sufficient staff  
in facilities**



MID-CUMBERLAND  
HUMAN RESOURCE AGENCY

ALL INFORMATION IS CONFIDENTIAL

The Long-Term Care Ombudsman at:  
Mid-Cumberland Human Resource Agency  
600 Small Street, Suite 102-D, Gallatin, TN 37066  
Phone: 615.452.5259 or 615.452.1687  
Fax: 615.833.2585  
www.mchra.com



Advocates for residents  
of long-term care facilities

There is no charge for the Ombudsman Program services, however contributions to the program are accepted and are used to provide additional services. Additional funding provided by the United Way.

ARE YOU INTERESTED IN VOLUNTEERING?

For information contact the Long-Term Care Ombudsman  
at Mid-Cumberland Human Resource Agency:

615.452.5259 or 615.452.1687

Email [spitt@mchra.com](mailto:spitt@mchra.com) or [pbedwell@mchra.com](mailto:pbedwell@mchra.com)

The Long-Term Care Ombudsman Sponsored by  
Mid-Cumberland Human Resource Agency

Pursuant to the Mid-Cumberland Human Resource Agency's policy of non-discrimination, the Ombudsman Program does not discriminate on the basis of race, age, sex, religion, color, disability or national origin.



SERVICE *with a* HEART

MID-CUMBERLAND  
HUMAN RESOURCE AGENCY

LONG-TERM CARE  
OMBUDSMAN

ADVOCATES FOR RESIDENTS  
OF LONG-TERM CARE FACILITIES

Since 1976, the Long-Term Care Ombudsman Program has assisted residents and prospective residents of nursing homes, assisted living and residential homes.

The Ombudsman is not an employee of the nursing home or the state agency responsible for inspecting the facility. The Ombudsman is an impartial third party whose primary purpose is the resolution of problems. All matters will be kept confidential. When a resident or family member can't resolve a problem through consultation with the facility staff, they should contact the Ombudsman and/or the Volunteer Ombudsman Representative assigned to the facility. Not all facilities have an assigned Volunteer Ombudsman Representative, but you may check with the Ombudsman Program for this information.

*The Ombudsman program is authorized by the Federal Older Americans Act and administered at the state level by the Tennessee Commission on Aging through the State Long-Term Care Ombudsman.*



## WHAT DOES THE LONG-TERM CARE OMBUDSMAN DO?

- Works to resolve problems or complaints affecting long-term care residents through investigation, mediation and counseling.
- Identifies problem areas in long-term care and advocates for change.
- Provides information about long-term care and related services.
- Promotes resident, family and community involvement in long-term care.
- Educates the community about the needs of long-term care residents.
- Coordinates efforts with other agencies concerned with long-term care.
- Visits long-term care facilities routinely through the volunteer program to talk to residents and monitor conditions.
- Educates facility staff about residents' rights

## RESIDENT'S BILL OF RIGHTS

*Residents/consumers shall be:*

- Free to voice grievances without fear of reprisal.
- Assured that they can exercise their rights as a resident and as a citizen.
- Free from mental and physical abuse, and free from chemical and physical restraints.
- Discharged or transferred only for medical reasons, for their own welfare, or for non-payment.
- Entitled to associate and communicate privately with persons of their choice.
- Free to participate in social, religious and community activities.
- Assured access to their personal and medical records, to be informed about their medical condition, to participate in planning their care and treatment.
- Entitled to manage their personal financial affairs.
- Entitled to the option of keeping and using personal belongings as space permits.
- Entitled to share a room with one's spouse.
- Entitled to exercise all the rights of a consumer of home care services.