

## **Long Term Care Problem Assistance**

Age Requirements

60+

Available 24/7

No

Other Eligibility Criteria

Anyone needing to register a complaint regarding services given to a patient receiving Long Term Care.

Family

No

Intake Process

Call the office.

Self Refer

Yes

Senior Services of Southeastern Virginia

<http://www.ssseva.org/>

Main

(757) 222-4542

Toll-Free

(800) 766-8059

2551 Eltham Avenue

Suite Q

23513 VA

United States

Monday: 8:30 am-4:30 pm

Tuesday: 8:30 am-4:30 pm

Wednesday: 8:30 am-4:30 pm

Thursday: 8:30 am-4:30 pm

Friday: 8:30 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

## English

The Hampton Roads Long-Term Care Ombudsman Program advocates for the health, safety, welfare, and rights of persons receiving long-term care, whether the care is provided in a nursing facility, an assisted living facility, or through community-based services.

Hampton Roads Long-Term Care Ombudsmen are specially trained and certified and have been given investigative authority under state law. Our Ombudsman staff receives, investigates, and works to resolve complaints involving residents' rights, quality of care, and quality of life issues. Complaints may be reported anonymously and confidentiality is respected.

The Ombudsmen also act as mediators between facility staff, family members, and residents. Our Ombudsmen staff provide information, counseling, and consultations on such subjects as long-term care services, aging-related issues, residents' rights, and quality of care to residents, family members, and the community at large.

This program also utilizes volunteers to provide a regular presence in facilities, observe and monitor conditions, advocate for residents, and to respond to requests for assistance. All volunteers are screened and required to complete a training program before assuming duties and are under the direct supervision of the Volunteer Ombudsman Coordinator. Volunteers must be available for four hours a week during regular business hours and are expected to make a one-year commitment to the program.

This program serves residents of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk, Virginia Beach, Isle of Wight County, and Southampton County.

Service Area(s)

Chesapeake City

,  
Franklin City

,  
Isle of Wight County

,  
Norfolk City

,  
Portsmouth City

,  
Southampton County

,  
Suffolk City

,  
Virginia Beach City

Email

[services@ssseva.org](mailto:services@ssseva.org)