

## **Local Ombudsman**

Age Requirements

0-5

,

6-12

,

13-21

,

22-55

,

56-60

,

60+

Available 24/7

No

Family

No

Intake Contact

Kay Young

Intake Contact Email

psr@psraaa.org

Intake Process

Call for details.

Provider Refer

Yes

Report Problems

Other

Self Refer

Yes

Piedmont Senior Resources Area Agency on Aging, Inc.

<https://www.psraaa.org>

Main

(434) 767-5588

Toll-Free

(800) 995-6918

5339 East Colonial Trail Hwy  
23922 VA  
United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

Call for Information

Languages Spoken

English

The Local Ombudsman program assists residents and their families in a confidential manner with concerns about care in a nursing home or adult care residence or by a home health agency. The Ombudsman is available to assist long term care facility residents and their family members with information and advocacy services.

The Ombudsman will provide individuals with the following personalized services and always in a confidential manner:

Serving as a link between long term care facility residents and the person(s) responsible for their care; Receiving questions, complaints and general concerns from individuals regarding financial, social, family, or legal issues; Providing residents and their family members with information about patient rights, government benefits and other appropriate assistance; Protecting and advocating for the rights of persons living in nursing homes and adult care residences; counsels families in how to express their concerns and refers them to other appropriate community and advocacy agencies; Promoting community awareness about the rights of older persons and provides training to long term care providers.

Service Area(s)

Amelia County

,  
Buckingham County

,  
Charlotte County

,  
Cumberland County

,  
Lunenburg County

,  
Nottoway County

,  
Prince Edward County

Email

[psr@psraaa.org](mailto:psr@psraaa.org)