

# Long Term Care Ombudsman Program

Age Requirements

0-5

,

6-12

,

13-21

,

22-55

,

56-60

,

60+

Available 24/7

No

Other Eligibility Criteria

Unrestricted to persons receiving long-term care services.

Family

No

Intake Contact

Debbie Collier

Intake Contact Email

[apeters@meoc.org](mailto:apeters@meoc.org)

Intake Process

Walk-ins and telephone referrals accepted. Anonymity protected

Provider Refer

Yes

Self Refer

Yes

Mountain Empire Older Citizens, Inc. (MEOC)

<http://meoc.org/elderombudsmanmeoc.htm>

Main

(276) 523-4202

Toll-Free

(800) 252-6362

1501 Third Avenue East  
24219 VA  
United States

Fee Structure

No Fee

Languages Spoken

English

The Long Term Care Ombudsman Program receives, investigates and works to resolve complaints made by or on behalf of older persons in long-term care facilities or receiving long-term care services in the community. Serves as resource for information regarding institutional and community-based long-term care services. Complaints may be reported anonymously.

Service Area(s)

Lee County

,

Norton City

,

Scott County

,

Wise County