

## **Long Term Care Problem Assistance**

Age Requirements

60+

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Patients of a long-term care facility; must be in Virginia's Fifth Planning District

Family

Yes

Intake Process

Call the office and ask for the Ombudsman.

Intake Contact Telephone

(540) 345-0451

Provider Refer

Yes

Residency Requirements

Serves residents of Alleghany, Botetourt, Craig and Roanoke counties and the cities of Clifton Forge, Covington, Roanoke and Salem.

Self Refer

Yes

Local Office on Aging (LOA)

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

<https://loaa.org/our-services/legal/>

<https://www.facebook.com/LocalOfficeonAging>

Main

(540) 345-0451

Toll-Free

(888) 355-6222

4932 Frontage Road NW

24019 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-3:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

Call for Information

Languages Spoken

English

Long Term Care Ombudsman educates and advocates for recipients of long-term care services, including nursing facilities, assisted living facilities, and in-home services. The Ombudsman program provides an unbiased investigation of complaints. The ombudsman can not take action against a facility, but their investigation will assist social services.

An Ombudsman is defined as one who investigates complaints and assists in achieving resolutions. Services are provided at no cost.

Service Area(s)

Alleghany County

,

Botetourt County

,

Covington City

,

Craig County

,

Roanoke City

,

Roanoke County

,

Salem City

Email

[info@loaa.org](mailto:info@loaa.org)