

## **Long Term Care Problem Assistance, Ombudsman**

Available 24/7

No

Other Eligibility Criteria

Residents, and their families, of assisted living facilities and nursing facilities.

Family

No

Intake Contact

Megan Vardiman

Intake Contact Email

info@seniorsfirst.info

Intake Process

Call for information..

Provider Refer

Yes

Self Refer

Yes

Seniors First, The Shenandoah Area Agency on Aging

<https://seniorsfirst.info/>

Main

(540) 635-7141

207 Mosby Lane

22630 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-4:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

Call for Information

Languages Spoken

## English

Seniors First, The Shenandoah Area Agency on Aging (SAAA) offers an advocate for residents of nursing home and assisted living facilities. The program provides assistance to families and residents of long-term care facilities to resolve issues and complaints about the quality of care. For those receiving long-term care services, we offer telephone counseling regarding handling a problem, mediation to resolve a dispute and formal complaint investigation.

Additionally, assistance is given to those searching for long-term care services by providing information about facilities and services available, Ombudsman complaint track record, licensure inspection report and questions to ask during a search and what to expect in the admissions process.

Service Area(s)

Clarke County

,

Frederick County

,

Page County

,

Shenandoah County

,

Warren County

,

Winchester City

Email

[info@seniorsfirst.info](mailto:info@seniorsfirst.info)