

Regional Long Term Care Ombudsman Program- *Advocates for Residents in Long Term Care*

The office of the Long Term Care Ombudsman investigates complaints about services in long term care facilities, mediates disputes, offers information/referral about long term care, provides advocacy services, technical assistance, and consultation to senior citizens, public agencies, legislators, and care providers.

North Carolina General Statutes direct the Long Term Care Ombudsman to ensure that long term care residents have full opportunity to exercise their basic rights, which include--civil and religious liberties, the right to independent personal decisions and knowledge of available choices. The Regional Long Term Care Ombudsman provides support and assistance to Local Community Advisory Committees.

Service Area:

Alamance, Caswell, Davidson, Guilford,
Montgomery, Randolph, and Rockingham
Counties



**AREA AGENCY ON
AGING**

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Piedmont Triad Council of Governments
Area Agency on Aging
**REGIONAL LONG TERM CARE
OMBUDSMAN PROGRAM**

Crime Prevention in the Long Term Care Setting *for Long Term Care Providers*

**Crime Prevention
within the long-term care setting
should be everyone's concern!**



Everyone must participate in keeping the long-term care “community” safe.

Step One:

Know who is in the building at all times!

- Have a visitor log
- Staff must wear proper identification at all times
- Resident’s have proper identification
- Have volunteer greeters (this can be a resident, family member or volunteer)



Step Two:

Be aware of suspicious behavior

- Strangers in the building
- Visitors not remaining in the room/area with the resident they are visiting
- Staff having visitors regularly

Step Three:

Have clear policy and practices about resident property-

- Deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident’s belongings or money without the resident’s consent.
- This includes, but is not limited to



use of or borrowing of resident’s personal items like powder, perfume, candy, telephone, money, clothes...

Step Four:

Differentiation between intentional injury and unintentional injuries to residents

Step Five:

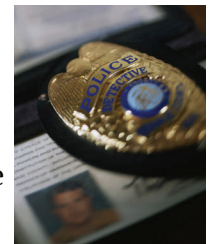
Develop strong policies to prevent and identify potentially dangerous situations in the facility

Step Six:

Keep track of resident’s personal items, Have a reliable labeling system, log missing property “how, what, when, where, who had access to it”. Take action to recover missing property sooner rather than later.

Step Seven:

Involve law enforcement when it is appropriate. Contact them before you have an actual problem to allow them to get to know your facility.



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