



## Staff Training and Community Education

The Long Term Care Ombudsman Program offers training to facility staff and education to those in the community on a variety of topics:

- › The Ombudsman Program
- › Recognizing and Reporting Abuse, Neglect, and Exploitation
- › Residents' Rights
- › Dealing with Difficult Behaviors
- › Communication
- › Dementia Dialogues

Please contact our office to set up a staff training or community education.

## Our Staff

**Jessica Winters**

Regional Long Term Care Ombudsman

**Kim Bridges**

Long Term Care Ombudsman

**Anne-Marie Coogler**

Long Term Care Ombudsman

**Melissa Drakeford**

Long Term Care Ombudsman

**Melissa Hanna**

Long Term Care Ombudsman

**Amanda Plumley**

Long Term Care Ombudsman

Volunteer Coordinator

**Ben Whitaker**

Long Term Care Ombudsman

**Paige Northrup**

Ombudsman Intake Coordinator

## Contact Us

**Appalachian Council of Governments**

*Long Term Care Ombudsman Program*

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**Long Term Care  
Ombudsman Program**  
Advocates Who Can Help



## Who We Are

Ombudsmen are advocates who protect the rights of vulnerable adults living in long term care facilities.

We investigate complaints and mediate to solve problems on behalf of the residents.

## The Ombudsman Service

The Ombudsman Program is a service available to anyone in the community. Residents, family, friends, facility staff, or any other person concerned about the welfare of residents in long term care facilities can file a complaint with our office.

The Appalachian Council of Governments' Long Term Care Ombudsman Program covers Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg counties in upstate South Carolina.

## What We Do for Residents

- › Receive and investigate complaints on behalf of residents
- › Educate residents, family, staff, and the community on topics affecting long term care residents
- › Provide information and referrals regarding long term care programs and services
- › Advocate for residents' rights as well as improvements to state and federal laws and regulations affecting long term care
- › Mediate with the facility and family on behalf of, or with the resident
- › Empower residents to advocate for their rights and resolve their complaints



## How We Handle Complaints

The Ombudsman works with the resident or the resident's legal representative to identify the problem.

With consent, the Ombudsman then investigates your complaint. If the complaint is verified, the Ombudsman works with you and the facility to resolve the complaint. If not verified, the Ombudsman will explain their findings to you.

In all cases, your complaints are handled confidentially and your identity will not be disclosed without your permission.