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ANSWERS ON AGING.**

**LONG-TERM CARE  
COMMUNITY  
ADVISORY  
COMMITTEE**



The Area Agency on Aging is a service of the Western Piedmont Council of Governments, a regional planning organization which serves 28 local governments in a four-county area of western North Carolina. Members include Alexander, Burke, Caldwell and Catawba counties and the 24 cities and towns within those counties.

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**Serving Four Counties:**

Alexander | Burke | Caldwell | Catawba



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*Area Agency on Aging*





## What is a Long-Term Care Ombudsman?

The Regional Long-Term Care Ombudsman Program provides training and technical assistance to the Community Advisory Committee members. Ombudsman is a Swedish term that means “citizen advocate.”

A long-term care Ombudsman is an advocate for residents’ rights and is responsible for investigating complaints raised by, or on behalf of, nursing home and adult care home residents.

Ombudsmen work with residents, family members, concerned citizens and facilities, as well as public and private agencies, to ensure quality of life and compliance with standards of care for residents in long-term care facilities.

## Community Advisory Committee Roles and Responsibilities:

- Work to maintain the intent of the Residents’ Bill of Rights.
- Establish rapport with residents, families, staff, and administrators.
- Work toward keeping the public informed about aspects of long-term care and operations of homes in their counties.
- Serve as the nucleus for increased community interaction with facilities.
- Promote community education and awareness of the needs of residents in long-term care facilities.
- Make official visits to assigned facilities to assess residents’ quality of life.

## What is the Community Advisory Committee?

Each county’s Community Advisory Committees (CAC) is a group of local volunteers appointed by the county Board of Commissioners and trained and designated by the Regional Long-Term Care Ombudsman Program. Established by the North Carolina State Legislature, these committees function as vital grassroots advocates for residents in long-term care facilities.

The very presence of informed concerned citizens in and around facilities makes a critical difference to ensure quality care for people in long-term care facilities.

## Join the Community Advisory Committee!

If you are interested in volunteering to serve on a Community Advisory Committee, contact the Ombudsman Program at 828.485.4213.

## What are the Application Requirements?

Initial appointment to the Community Advisory Committee is for a one-year term. At the discretion of the county’s Board of Commissioners, members are eligible for subsequent appointments of two or three year terms.

Appointees must reside in the county that they serve. They cannot have an immediate family member residing in or employed by the type of home that their committee covers, nor can they have a financial interest in a long-term care facility served by the committee.

After appointment by the Board of Commissioners, members must be able to visit long-term care facilities with fellow committee members. An interest in advocacy for disabled and senior adults is desirable.