

## ***Ombudsman Program***

***The Ombudsman is a trained care manager who advocates, investigates and helps to resolve complaints made by or on behalf of a resident.***

***A resident is an older adult living in a personal care home, nursing home, domiciliary care home, attending adult day care or receiving home and community based services.***

***All complaints are confidential.***

***Volunteer Ombudsman increase the visibility of the program by visiting facilities and residents more frequently.***

***If you have a concern about an older adult in a facility or are interested in becoming a volunteer Ombudsman, contact the agency or***

***To learn more about the Ombudsman program, visit the [Pennsylvania's Department of Aging's](#) website.***

***\*Ombudsman is a Swedish word meaning "citizen representative" or one who assists in the resolution of a concern or conflict.\****