**Who We Are**

The Council on Aging – Southern California has been a trusted nonprofit organization since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

The Ombudsman Program is a federally and state mandated program built largely of volunteers. Ombudsmen are advocates for the rights of residents of skilled nursing and residential care facilities. Our mission is to empower residents through advocacy, mediation, complaint investigation and resolution.

**In Need Of Immediate Help?**

Ombudsman services are free and confidential. Do you:

- Have an abuse complaint?
- Know your rights as a resident?
- Have concerns about quality of care?
- Suspect financial abuse?

**What We Do**

Ombudsmen are certified by the State of California to:

- Make unannounced, regular visits to licensed long-term care facilities
- Mediate and attempt to resolve residents’ concerns
- Investigate abuse and neglect complaints
- Provide unbiased placement information and referrals regarding long-term care facilities
- Witness the signing of Advance Health Care Directives in care facilities
- Educate families and the community on long-term care issues
- Report serious facility violations to state licensing agencies

**CALL US — WE CAN HELP**

Our offices are open Monday through Friday from 8am to 5pm. In the event of an after-hours emergency, please contact the 24-hour CA State CRISIS Line at 1 (800) 231-4024.

1 (800) 300-6222 | www.coasc.org
Council on Aging Programs
Helping Seniors Remain Healthy, Connected & Protected

- **Answers Guide** – Yearly publication filled with information on healthcare, caregiving, finance, legal and Medicare comparison charts for Orange County.

- **Benefits Enrollment Centers (BEC)** – Helps Medicare beneficiaries with low-income benefit program information and application assistance.

- **Education** – Seminars on topics such as Medicare, long-term care and safety.

- **Friendly Visitor Program** – Provides companionship and social support to isolated, frail adults in Orange County.

- **Health Insurance Counseling and Advocacy Program (HICAP)** – Provides free, unbiased, individual Medicare counseling and seminars.

- **Long-Term Care Ombudsman Program** – Advocates for the rights of Orange County’s older and disabled adults living in skilled nursing and residential care facilities.

- **ReConnect Program** – Assists Orange County’s adults age 60+ to manage and improve their emotional health and overall well-being.

- **Senior Protection Program & FAST** – Educational seminars to help you avoid financial predators and limited consultation on matters of abuse.

- **SmileMakers Guild** – Mobilizes community support and provides holiday gifts to over 5,000 residents in long-term care facilities in Orange County.

- **Volunteer Opportunities** – Learn about volunteering during our Changing Lives Tour offered the third Wednesday of every month.

88% OF EVERY DOLLAR SPENT DIRECTLY SUPPORTS OUR PROGRAMS & SERVICES

We are funded by individuals, businesses, grants, and government programs.

VOLUNTEER AND LEARN MORE AT WWW.COASC.ORG

Council on Aging - Southern California is a nonprofit 501(c)(3) corporation

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