

## Local Long Term Care Ombudsman

Age Requirements

60+

Available 24/7

No

Other Eligibility Criteria

Long-term care resident or caregiver of a person who is long-term care resident

Intake Contact

Susan Peyton

Intake Contact Email

susan@vpas.info

Intake Process

Please call or email for more information.

Intake Contact Telephone

(540) 471-9244

Valley Program for Aging Services (VPAS)

<http://vpas.info/>

<https://www.vpas.info/ombudsman>

<https://www.facebook.com/ValleyProgramforAgingServices/>

Main

(540) 949-7141

Toll-Free

(800) 868-8728

325 Pine Avenue

22980 VA

United States

Monday: 8:30 am-4:30 pm

Tuesday: 8:30 am-4:30 pm

Wednesday: 8:30 am-4:30 pm

Thursday: 8:30 am-4:30 pm

Friday: 8:30 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

Valley Program for Aging Services (VPAS) has a Local Long Term Care Ombudsman. They seek resolutions of problems and advocates for the rights of residents of long term care facilities to include:

- informing residents and families of their rights
- working to resolve issues between facilities and residents and their families
- advocating against premature or involuntary discharge from facilities
- evaluating and investigating complaints of fraud, abuse, or neglect

Service Area(s)

Augusta County

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Bath County

,

Buena Vista City

,

Harrisonburg City

,

Highland County

,

Lexington City

,

Rockbridge County

,

Rockingham County

,

Staunton City

,

Waynesboro City

Email

[vpas@vpas.info](mailto:vpas@vpas.info)