

# Northern Virginia Long-Term Care Ombudsman Program

Age Requirements

60+

Family

No

Intake Contact Email

[nvltop@fairfaxcounty.gov](mailto:nvltop@fairfaxcounty.gov)

Self Refer

Yes

Virginia Office of State Long-Term Care Ombudsman Program

<http://www.fairfaxcounty.gov/ltombudsman>

Main

(703) 324-5861

12011 Government Center Parkway, Suite 708

22035 VA

United States

Languages Spoken

English

The Northern Virginia Long-Term Care Ombudsman receives and investigates complaints made by or on behalf of persons in nursing homes and assisted living facilities and for persons receiving community-based services, such as home health and personal care. The Ombudsman works to resolve complaints through counseling, negotiation and/or formal complaint investigation.

The Ombudsman also assists the consumer in making an informed decision about long-term care providers by offering tips for choosing a long-term care facility and offering a provider's available services and complaint track record.

Program Director: Laura Nichols

Provides services to those living in service area of Fairfax County Area Agency on Aging, Alexandria Agency on Aging, the Arlington Agency on Aging, and the Loudoun Area Agency on Aging.

Please contact us if you would like us to arrange a translator, prior to an appointment.

Service Area(s)

Alexandria City

,

Arlington County

,

Fairfax City

,

Fairfax County

,

Falls Church City

,

Loudoun County