

## Long-Term Care Concerns or Complaints, Northern Virginia

Age Requirements

0-5

Family

No

Intake Contact Email

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

Self Refer

Yes

Virginia Office of State Long-Term Care Ombudsman Program

Main

(703) 324-5861

12011 Government Center Parkway, Suite 708

22035 VA

United States

Languages Spoken

English

The Long Term Care Ombudsman Program advocates for improving the quality of life for persons receiving long-term care services.

- Resolves complaints against long-term care providers through counseling, negotiation and investigation.
- Provides information about long-term care providers to help consumers make an informed choice.
- Educates the community about long-term care issues.
- Visits long-term care facilities on a weekly basis through our volunteer program.
- Trains long-term care staff.
- Consults with providers.

The program 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