



Full-Time Staff
4



**Volunteer
Representatives**
18

State General Funds Allocations



90% Complaint Resolution Rate

Ombudsmen work hard to resolve complaints to our client's satisfaction, as reflected in our resolution rate.

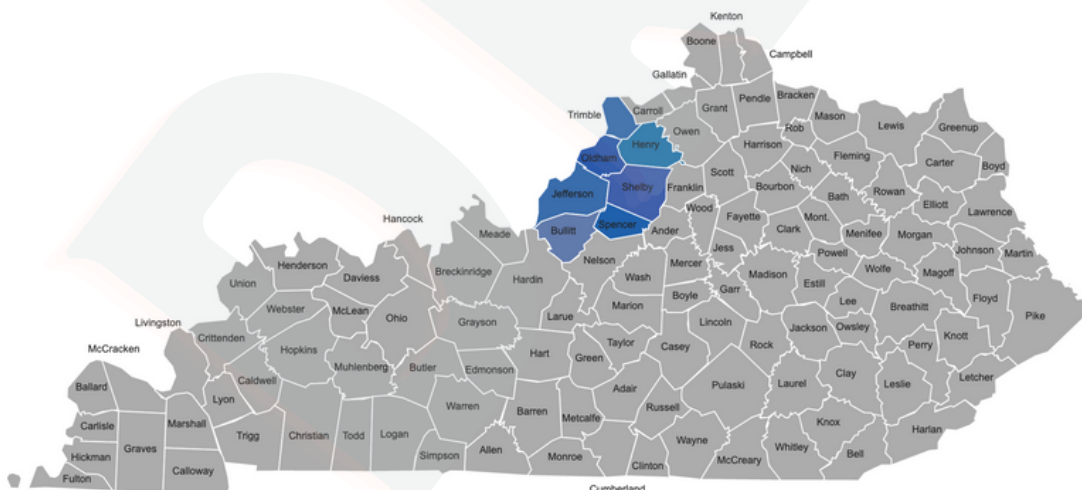


Ombudsman In Action

A resident with terminal cancer and her guardian were at an impasse about how to address her illness. Our resident did not wish to be treated. The guardian had a well-intended plan for aggressive treatment of the cancer, hoping to extend the woman's life a little longer. Legally, the guardian decides whether to treat. Although the resident was not especially old, she was weary. In addition, it was understood that treatment would not cure her.

At the resident's request, the Ombudsman Program met with the guardian to ask her to consider our resident's right to have her wishes heard and honored whenever possible.

We prevailed in the bittersweet end, and she passed away with grace, in her bed, with her friends nearby. It was a successful case, albeit a sad loss.



COUNTIES COVERED

Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer and Trimble County

141
Long-Term Care Facilities

