

# UPSTATE REGIONAL RESOURCE GUIDE



## LONG TERM CARE OMBUDSMAN PROGRAM (LTCOP)

What is an Ombudsman? It is a Swedish word that means “citizen representative.” In South Carolina, an Ombudsman advocates for and assists residents in long-term care facilities.

### *Appalachian Council of Governments* **OMBUDSMAN TEAM**



**JESSICA WINTERS**  
*Regional Long-Term Care  
Ombudsman Program Supervisor*



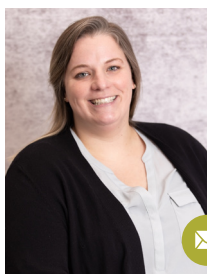
**KIM BRIDGES**  
*Long-Term Care Ombudsman*

**COVERS**  
Anderson, Oconee, and Pickens nursing  
homes and assisted living facilities.



**ANNE-MARIE COOGLER**  
*Long-Term Care Ombudsman*

**COVERS**  
Cherokee and Spartanburg nursing  
homes and assisted living facilities.



**MELISSA DRAKEFORD**  
*Long-Term Care Ombudsman*

**COVERS**  
Greenville nursing homes  
and assisted living facilities.



**MELISSA HANNA**  
*Long-Term Care Ombudsman*

**COVERS**  
Anderson, Cherokee, Greenville,  
Oconee, Pickens, Spartanburg  
DDSN and DMH facilities.

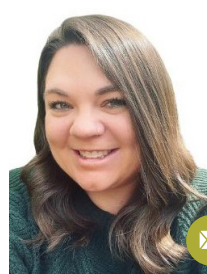


**BEN WHITAKER**  
*Long-Term Care Ombudsman*

**COVERS**  
Anderson, Cherokee, Greenville,  
Oconee, Pickens, Spartanburg  
DDSN and DMH facilities.



**AMANDA PLUMLEY**  
*Long-Term Care Ombudsman  
Volunteer Coordinator*



**PAIGE NORTHRUP**  
*Ombudsman Intake Coordinator*



## STAFF TRAINING AND COMMUNITY EDUCATION

*offered by the LTCOP*

- The Ombudsman Program
- Recognizing and Reporting Abuse, Neglect, and Exploitation
- Residents' Rights
- Dealing with Difficult Behaviors
- Communication
- Dementia Dialogues

## REPORTING TO THE OMBUDSMAN OFFICE

When the facility's Executive Director, Administrator, DON, ADON, and Social Service Staff change, please notify the LTCO. Please include their name, email address, and phone number and send via fax or email.

*What should you  
be reporting?*

- 30-Day Discharges
- Abuse
- Neglect
- Exploitation

### Appalachian Council of Governments Long-Term Care Ombudsman

30 Century Circle  
Greenville, SC 29607  
*phone* (864) 242-9733  
*fax* (864) 326-1251

EMAIL US ►

### Office of the State Long-Term Care Ombudsman

1301 Gervais Street, Suite 350  
Columbia, SC 29201  
*phone* (803) 734-9900  
*toll free* (800) 868-9095  
*fax* (803) 734-9988

LEARN MORE ABOUT OMBUDSMAN PROGRAM ►

## REGULATIONS AND LAWS

### RESIDENT RIGHTS

*SC Code of Laws 44-81-20*

### STANDARDS FOR COMMUNITY RESIDENTIAL CARE FACILITIES

*Regulation 61-84*

### STANDARDS FOR LICENSING NURSING HOMES

*Regulation 61-17*

### ADULT HEALTH CARE CONSENT ACT

### ADULT PROTECTION DUTIES & PROCEDURES OF INVESTIGATIVE ENTRIES

### FEDERAL REGULATORY GROUPS FOR LONG TERM CARE, NURSING HOMES

## COMMUNITY LONG-TERM CARE (CLTC)

(888) 971-1637

VIEW BROCHURE ►

## BEHAVIORAL HEALTH

### Center of Excellence for Behavioral Health in Nursing Facilities

Assisted Living staff are welcome to use their online resources.

**VIEW WEBSITE** ▶

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## MENTAL HEALTH FACILITIES

### Carolina Center for Behavioral Health

(864) 235-2335

### Marshall I. Pickens Hospital

(864) 455-8988

### Midlands Behavioral Health Hospital

(864) 971-4210

### Patrick B. Harris Psychiatric Hospital

(864) 231-2600

### Self-Regional Healthcare

(864) 725-4260

### Spartanburg Regional Medical Center

(864) 560-6664

### Spring Brook Behavioral Hospital System

(864) 834-8013

### St. Luke's Hospital Center of Geriatric Psychiatry

(864) 877-1260

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## EXPLOITATION AND ABUSE REPORTING

All staff members working in a nursing home or assisted living facility are mandated reporters.

Follow all DPH regulations in 61-17 and 61-84.

### Vulnerable Adults & Medicaid Provider Fraud Unit (VAMPF)

South Carolina Attorney General's Office  
Vulnerable Adults and Medicaid Provider Fraud  
P.O. Box 11549  
Columbia, SC 29211  
(888) 662-4328  
(803) 734-3660  
VAMPF@scag.gov

### Social Security Administration

(800) 772-1213

*Anderson*

(864) 231-7057

*Greenville*

(877) 274-5423

*Spartanburg*

(866) 701-6620

### Long-Term Care Ombudsman

(864) 242-9733

**EMAIL US** ▶

### South Carolina State Law Enforcement Division (SLED)

(866) 200-6066

### South Carolina Department of Public Health

(800) 545-4205

(800) 922-6735

## ADVANCED DIRECTIVES

[SC Healthcare Power of Attorney >](#)

[SC Living Will >](#)

[SC Post](#)

[English >](#)

[Spanish >](#)

## GUARDIANSHIP OR CONSERVATORSHIP

[GUARDIANSHIP IN SC ▶](#)

*Probate  
Court*

**Anderson**

(864) 260-4049

**Cherokee**

(864) 487-2583

**Greenville**

(864) 467-7576

**Oconee**

(864) 638-4275

**Pickens**

(864) 898-5903

**Spartanburg**

(864) 596-2556

## LEGAL SERVICES

**South Carolina Legal Services**

(888) 346-5592

[SCLEGAL.ORG ▶](#)

*Greenville*

(864) 679-3232

*Spartanburg*

(864) 582-0369

*Services provided:*

- Living Wills
- Healthcare Power of Attorney
- Physician Order for Scope of Treatment (POST)
- Durable Power of Attorney

**Free Legal Resources**

*LawHelp*

Free and low cost legal aid, assistance and services guide for South Carolina.

[LAWHELP.ORG/SC ▶](#)

*Disability Rights of South Carolina*

(866) 275-7273

[DISABILITYRIGHTSSC.ORG ▶](#)

## VA HOTLINES AND RESOURCES

**General**

(800) 827-1000

**Anderson**

(864) 260-4036

**Cherokee**

(864) 487-2579

**Greenville**

(864) 467-7230

**Oconee**

(864) 638-4231

**Pickens**

(864) 898-5926

**Spartanburg**

(864) 596-2553

**VA Telephone Advice  
Program Line**

(888) 651-2683

**VA Pharmacy &  
Medication Refill Line**

(800) 293-8262

**VA Patient Advocate**

(803) 776-4000

ext. 56397

**VA Special Mode  
Transportation**

*Wheelchair*

(803) 776-4000

ext. 55327

*Stretcher*

(803) 776-4000

ext. 54909

## NURSING HOMES AND ASSISTED LIVING FACILITIES

Where can you find a list of local facilities? Email the Ombudsman's office at [ombudintake@scacog.org](mailto:ombudintake@scacog.org) and we will send you the current information.

[FIND HEALTH FACILITY ►](#)[GET CARE SC ►](#)[ALL ABOUT SENIORS ►](#)

(888) 365-3908

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## VOTING

Residents have the right to vote per the SC Code of Law 44-81-20.

Compliance with Residents' Rights Requirement related to Nursing Home Residents' Right to Vote:

[QSO-24-21-NH ►](#)

When a resident moves into your community, assist them with changing their voter registration.

[DISABILITYRIGHTSSC.ORG/VOTING ►](#)

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## SUPPORT GROUPS

**Alzheimer's Association**

[ONLINE SUPPORT ►](#)[IN-PERSON SUPPORT ►](#)

*Please call to ensure the support group is still active.*

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## SC DEPARTMENT OF DISABILITIES AND SPECIAL NEEDS

(800) 289-7012

[APPLYING FOR SERVICES ►](#)

## AREA AGENCY ON AGING PROGRAMS

Serving the needs of seniors and caregivers in the Upstate.

- Family Caregiver Program
- Information & Referral
- Transportation
- Congregate Meals
- Home-Delivered Meals
- Relief for Caregivers
- Minor Home Repair
- Physical Fitness Programs
- Senior Centers
- SHIP (State Health Insurance Program) and SMP (Senior Medicare Patrol)

Call 864-242-9733 or 800-434-4036

[www.scacog.org](http://www.scacog.org) or Appalachian Council of Governments | Senior Advocacy

Appalachian Council of Governments, 30 Century Circle, Greenville, SC 29607