Region 1: Appalachia
Greenville, SC
Serving: Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg Counties
Phone: 864-242-9733
1-800-434-4036 (outside Greenville County)

Region 2: Upper Savannah
Greenwood, SC
Serving: Abbeville, Edgefield, Greenwood, Laurens, McCormick, and Saluda Counties
Phone: 864-941-8070
1-800-922-7729 (outside Greenwood County)

Region 3: Catawba
York, SC
Serving: Chester, Lancaster, York, and Union Counties
Phone: 803-329-9670
1-800-662-8330 (outside York County)

Region 4: Central Midlands
Columbia, SC
Serving: Fairfield, Lexington, Newberry, and Richland Counties
Phone: 803-376-5389
1-800-391-1185 (outside Richland County)

Region 5: Lower Savannah
Aiken, SC
Serving: Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg Counties
Phone: 803-508-7033
1-866-845-1550 (outside Aiken County)

Region 6: Santee-Lynches
Sumter, SC
Serving: Clarendon, Kershaw, Lee, and Sumter Counties
Phone: 803-775-7381
1-800-948-1042 (outside Sumter County)

Region 7: Pee Dee
Hartsville, SC
Serving: Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro Counties
Phone: 843-383-8632
1-866-505-3331 (outside Darlington County)

Region 8: Waccamaw
Georgetown, SC
Serving Georgetown, Horry, and Williamsburg Counties
Phone: 843-546-8502
1-888-302-7550 (outside Georgetown County)

Region 9: Trident
Charleston, SC
Serving: Berkeley, Charleston, and Dorchester Counties
Phone: 843-554-2280
1-800-864-6446 (outside Charleston County)

Region 10: Lowcountry
Yemassee, SC
Serving: Beaufort, Colleton, Hampton, and Jasper Counties
Phone: 843-726-5536
1-877-846-8148 (outside Jasper County)

Facilities that would like to offer the benefit of having Friendly Visitors serve their residents can enroll in the Friendly Visitor Program by contacting the Regional Office for their home county.

State Long Term Care Ombudsman Program:
For advocacy, information, or assistance, please contact:
Lt. Governor’s Office on Aging
1301 Gervais St., Suite 350
Phone: 803-734-9905
1-800-868-9095 (LGOA 4/2011)
What is a Long Term Care Ombudsman?

A Long Term Care Ombudsman serves as the advocate for residents in long term care facilities. They investigate complaints and negotiate on the residents’ behalf to resolve complaints to the residents’ satisfaction. This is the only program of its kind that is totally devoted to the concerns of facility residents.

What Does the Long Term Care Ombudsman Do?

- Investigates and works to resolve problems or complaints affecting long term care residents.
- Identifies problem areas in long term care facilities and advocates or mediates for change.
- Provides information about long term care and related services.
- Promotes resident, family, and community involvement in long term care.
- Educates the community about the needs of long term care residents.
- Coordinates efforts with other agencies concerned with long term care.
- Visits long term care facilities to talk to residents and monitor conditions.
- Educates residents and facility staff about residents’ rights and other issues.

What Types of Issues Does an Ombudsman Handle?

- Residents’ Rights
- Quality of Care
- Abuse, Neglect, and Exploitation
- Transfers and Discharges

Volunteer Friendly Visitor Program

Sixty percent of residents in long term care have no visitors. The Long Term Care Ombudsman Program sponsors Volunteer “Friendly Visitors” who go to facilities on a regular basis from two to four hours weekly, greet and visit residents and help educate residents and families on residents’ rights. They ensure that residents’ needs are communicated and that the lines of communication remain open.

Friendly Visitors diminish the sense of isolation experienced by residents, especially those without family. They provide encouragement and assist the resident in achieving a sense of self-determination. They are special people who make a significant difference in the residents’ quality of life.

Background and Authority

The Long Term Care Ombudsman Program is governed by the federal Older Americans Act. The South Carolina Lt. Governor’s Office on Aging administers the statewide Long Term Care Ombudsman Program through ten regional offices located throughout the state. These programs are affiliated with Area Agencies on Aging and funded with federal, as well as state and local dollars. There is no charge for services provided by the Ombudsman Program.