LONG-TERM CARE FACILITIES

Families provide the majority of care to older relatives, either in the older adult’s own home or in the home of a caregiver. However, sometimes the physical, emotional, and social needs of the older adult, and demands on the caregiver, can become more than a family can handle. After all other options have been considered, families may decide that their loved one’s safety and health are at risk if they remain at home.

Before beginning to evaluate facilities, you will need to determine the level of care needed by the older adult. The official form that indicates this is called an FL-2. This form is filled out by a doctor; consult the older adult's primary care physician to get their recommendation on the level of care required.

There are two basic types of long-term care facilities, corresponding to different levels of care:

- **Nursing home or “skilled care”** is appropriate when someone needs ongoing skilled nursing intervention and supervision following illness or for chronic conditions. It is also appropriate for short-term intensive physical, occupational or speech rehabilitation therapy. The resident's care is under the direction of a physician. Skilled care is provided in nursing facilities and rehabilitation centers. Public assistance for nursing home care is provided through Long Term Care Medicaid.

- **Assisted living or domiciliary care** is appropriate for persons who do not need skilled medical intervention, but cannot live alone unsupervised. Room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision is provided. This care can be provided in an assisted living facility, family care home, or DDA home (group home for developmentally disabled adults). Some nursing facilities also have a separate unit that provides this kind of care. In North Carolina, this level of care is licensed as “adult care.” Public assistance for adult care is provided through the Special Assistance program.

Wake County Human Services (WCHS) has a Senior and Adult Services Team, which may be helpful to families making placement decisions. In addition, this team monitors adult care homes on issues relating to resident’s rights and licensure standards, and investigates complaints involving suspected abuse, neglect, or exploitation of residents in long-term care facilities. See page 8 for more information.

**Paying for Long-Term Care**

Long term care can be very costly. The cost of adult care in Wake County averages $2,000+ per month in small family care homes, and can range from $3,000-$9,000+ per month in larger assisted living settings, depending on the type of accommodations and the level of care required. Nursing facility charges can be $7,000-$9,500+ per month, depending on the level of care. Most people cannot afford the cost of care for an extended period of time.

**Long Term Care Insurance:**

If you have long-term care insurance, your plan may cover part of the cost of a nursing facility stay or assisted living care. Policies vary; call your policy representative for more information.

**Medicare:**

It is a common misconception that Medicare will cover most of the cost of long-term care. In fact, Medicare pays for less than 2% of nursing home care, and does not pay for assisted living care at all. Medicare will only pay for skilled care after a patient meets strict criteria, including prior hospitalization, and Medicare-funded stays are typically quite short.
Medicaid:
Medicaid (the federal/state program providing health coverage for financially needy individuals) covers the cost of **nursing home care** for many people when they have exhausted their personal resources; the specific program is called **Long Term Care Medicaid**. To be eligible, the nursing home resident must meet age and/or disability criteria as well as meeting income and resource (asset) limits. Owning a home does **not** automatically disqualify a person from receiving Medicaid for long-term care. Also, a couple with one member remaining at home while the other goes into a facility does **not** have to spend all of their joint resources before qualifying. Medicaid rules allow protection of some income and assets for the spouse remaining at home. Individuals who attempt to avoid Medicaid rules by transferring money or property can encounter penalties when they apply for Medicaid.

The majority of the cost of **assisted living care** is not covered under Medicaid, because it is not considered a medical service, but rather under a state/county program called **Special Assistance**. Special Assistance is administered locally by Wake County Human Services. This program also has strict age, disability, income, and resource criteria. Persons whose income is too high are ineligible even if they cannot afford to pay privately. If eligible, the resident also receives Medicaid to cover the cost of medical care and medically-necessary personal care services.

Medicaid rules are complex, and it is a good idea to get information from a specialist before the money runs out, and before considering any transfers of assets. For more detailed information about eligibility guidelines for either Long Term Care Medicaid or Special Assistance, call Wake County Human Services at (919) 212-7000 (also see: [www.wakegov.com/humanservices/social/medicaid/adult](http://www.wakegov.com/humanservices/social/medicaid/adult)).

**Please note:** Even if a facility accepts Medicaid or Special Assistance, they may limit the number of beds allocated for patients on public assistance. As a result it may be difficult to find a long-term care bed for an individual who is entering the facility on Medicaid or Special Assistance. Most patients are admitted to nursing homes directly after a hospitalization. Otherwise, it is often easier to find a place if the individual is able to pay privately for some period of time, then convert to public assistance funding when personal resources are exhausted.

**While evaluating a long-term care facility, discuss the financing options the facility will accept. If it is a nursing facility, ask if the facility is Medicare and Medicaid certified. If it is an assisted living facility or family care home, will they accept Special Assistance? Does the facility expect payment in advance? Can they accept a patient with a Medicaid application pending? If the patient is paying privately, what will happen when the patient’s funds run out? Can the patient transition to public assistance at that time?**
NURSING AND REHABILITATION FACILITIES

Nursing facilities are licensed to provide skilled care; some also have adult care (assisted living) available. Facilities that have special units for dementia care are noted where appropriate. **All of these facilities are Medicare and Medicaid certified. Availability of Medicaid beds may be limited.** For more information about nursing facilities:

**Medicare Nursing Home Compare,** [www.medicare.gov/nursinghomecompare/search.html](http://www.medicare.gov/nursinghomecompare/search.html)

Online database of nursing facilities searchable by location and name. Lists information about complaints and inspection reports, and gives quality ratings.

**BellaRose Nursing and Rehab,** [www.bellarosehealth.com](http://www.bellarosehealth.com) .................................................................................................................. 919-985-8400

200 BellaRose Wake Way, Garner, 27529
100 nursing beds.

**Capital Nursing and Rehabilitation Center** .......................................................................................................................... 919-231-6045

3000 Holston Ln., Raleigh, 27610
125 nursing beds.

**Cary Health and Rehabilitation Center,** [www.consulatehealthcare.com](http://www.consulatehealthcare.com) .................................................................. 919-851-8000

6590 Tryon Rd., Cary, 27518
90 nursing beds; 30 adult care beds.

**Hillcrest Raleigh at Crabtree Valley,** [hillcrestnc.com/raleigh-nr](http://hillcrestnc.com/raleigh-nr) .......................................................... 919-781-4900

3830 Blue Ridge Rd., Raleigh, 27612
134 nursing beds.

**Hillside Nursing Center of Wake Forest,** [hillsidenursingcenter.com](http://hillsidenursingcenter.com) ............................................................. 919-556-4082

968 E. Wait Ave., Wake Forest, 27587
130 nursing beds, incl. 12-bed dementia care unit; 20 adult care beds.

**The Laurels of Forest Glenn,** [www.laurelsofforestglenn.com](http://www.laurelsofforestglenn.com) .......................................................... 919-772-8888

1101 Hartwell St., Garner, 27529
120 nursing beds; 20 adult care beds.

**Litchford Falls Healthcare** .................................................................................................................................................. 919-878-7772

8200 Litchford Rd., Raleigh, 27615
90 nursing beds; 24 adult care beds.

**The Oaks at Whitaker Glen-Mayview,** [www.pruitthealth.com](http://www.pruitthealth.com) .......................................................... 919-828-2348

513 E. Whitaker Mill Rd., Raleigh, 27608
91 nursing beds.

**PruittHealth – Raleigh,** [www.pruitthealth.com](http://www.pruitthealth.com) .......................................................................................... 919-755-0226

2420 Lake Wheeler Rd., Raleigh, 27603
130 skilled nursing beds; 20 dementia care beds.

**Raleigh Rehabilitation Center,** [www.raleighrehabhc.com](http://www.raleighrehabhc.com) .......................................................... 919-828-6251

616 Wade Ave., Raleigh, 27605
157 nursing beds.

**Sunnybrook Rehabilitation Center,** [www.sunnybrookrehab.com](http://www.sunnybrookrehab.com) .......................................................... 919-231-6150

25 Sunnybrook Rd., Raleigh, 27610
95 nursing beds; 19 sub-acute/rehab unit beds.

**Tower Nursing and Rehabilitation Center** .................................................................................................................................. 919-231-8113

3609 Bond St., Raleigh, 27604
180 nursing beds; 6 adult care beds.
UNC Rex Rehabilitation and Nursing Care Center of Apex, [www.rexhealth.com](http://www.rexhealth.com) ... 919-363-6011
911 S. Hughes St., Apex, 27502
107 nursing beds.

UNC Rex Rehabilitation and Nursing Care Center of Raleigh, [www.rexhealth.com](http://www.rexhealth.com)... 919-784-6600
4210 Lake Boone Trl., Raleigh, 27607
120 nursing beds.

Universal Health Care, North Raleigh ................................................................. 919-872-7033
5201 Clarks Fork Dr. NW, Raleigh, 27616
132 beds.

Universal Health Care, Fuquay-Varina ............................................................ 919-577-0421
410 S. Judd Pkwy. SE, Fuquay-Varina, 27526
100 nursing beds.

Wellington Rehabilitation and Healthcare, [www.consulatehealthcare.com](http://www.consulatehealthcare.com) ... ... 919-266-7744
1000 Tandall Pl., Knightdale, 27545
80 nursing beds, 20 adult care beds.

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**ASSISTED LIVING FACILITIES**

Adult Care Homes and Family Care Homes are listed below. For more information about assisted living facilities (adult care homes and family care homes):

**North Carolina Facility Search**, Division of Health Service Regulation, NC DHHS
[www2.ncdhhs.gov/dhsr/acls/star/search.asp#usestar](http://www2.ncdhhs.gov/dhsr/acls/star/search.asp#usestar)
Information on all licensed assisted living facilities in NC. “Star rating” system gives each facility a rating of 1-4 stars, based on inspection results. A basic score is 3 stars; places receive deductions for violations and increases for positive features. A facility can only earn 4 stars after two consecutive high ratings.

**Wake County Listing of Facilities**, Senior and Adult Services, Wake Co. Human Services
[services.wakegov.com/pmcweb/AdultCareListing.aspx?HomeType=AdultCare](http://services.wakegov.com/pmcweb/AdultCareListing.aspx?HomeType=AdultCare)
Information on all assisted living facilities in Wake County. Lists recent complaints.

**Adult Care Homes**

Adult care homes (also known simply as assisted living facilities) are licensed to care for 7 or more residents. Facilities with special units for dementia care are noted, as are those that accept Special Assistance:

Brighton Gardens of Raleigh ................................................................. 919-571-1123
[www.sunriseseniorliving.com](http://www.sunriseseniorliving.com)
3101 Duraleigh Rd., Raleigh, 27612
Licensed for 115 residents, incl. 25 dementia care

Brookdale Cary ................................................................. 919-852-1355
[www.brookdale.com](http://www.brookdale.com)
7870 Chapel Hill Rd., Cary, 27513
Licensed for 50 residents; dementia care only.

Brookdale MacArthur Park ................................................................. 919-460-5959
[www.brookdale.com](http://www.brookdale.com)
111 MacArthur Dr., Cary, 27513
Licensed for 70 residents, incl. dementia care.
Brookdale Wake Forest ................................................................................................................................. 919-562-8400
  www.brookdale.com
  611 S. Brooks St., Wake Forest, 27587
  Licensed for 70 residents, incl. dementia care.

Brookridge Assisted Living (Special Assistance accepted) ........................................................................ 919-362-6266
  312 Lynch St., Apex, 27502
  Licensed for 55 residents.

Carillon Assisted Living of Fuquay-Varina (Special Assistance accepted) ............................................. 919-577-8102
  www.carillonassistedliving.com
  6516 Johnson Pond Rd., Fuquay-Varina, 27526
  Licensed for 96 residents, incl. 36 dementia care.

Carillon Assisted Living of Garner (Special Assistance accepted) ............................................................. 919-773-1550
  www.carillonassistedliving.com
  200 Minglewood Dr., Garner, 27529
  Licensed for 84 residents.

Carillon Assisted Living of Knightdale (Special Assistance accepted) .................................................... 919-266-6676
  www.carillonassistedliving.com
  2408 Hodge Rd., Knightdale, 27545
  Licensed for 96 residents, incl. 26 dementia care.

Carillon Assisted Living of North Raleigh (Special Assistance accepted) .............................................. 919-876-6316
  www.carillonassistedliving.com
  5219 Old Wake Forest Rd., Raleigh, 27609
  Licensed for 96 residents, incl. 36 dementia care.

Carillon Assisted Living of Wake Forest (Special Assistance accepted) .................................................. 919-569-2101
  www.carillonassistedliving.com
  3218 Heritage Trade Dr., Wake Forest, 27587
  Licensed for 96 residents, incl. 36 dementia care.

Coventry House of Zebulon.......................................................................................................................... 919-269-7762
  www.coventryassistedliving.com
  1205 W. Gannon Ave., Zebulon, 27597
  Licensed for 60 residents.

The Covington (Special Assistance accepted) ............................................................................................... 919-791-1981
  affinitylivinggroup.com
  4510 Duraleigh Rd., Raleigh, 27612
  Licensed for 120 residents, incl. 60 dementia care.

Elmcroft of Northridge ................................................................................................................................. 919-999-3611
  www.elmcroft.com
  600 Newton Rd., Raleigh, 27615
  Licensed for 133 residents, incl. 58 dementia care.

Falls River Court .......................................................................................................................................... 984-265-1004
  www.seniorlifestyle.com/property/falls-river-court
  1130 Falls River Ave., Raleigh, 27614
  Licensed for 36 residents; dementia care only.

HeartFields at Cary ......................................................................................................................................... 919-852-5757
  www.fivestarseniorliving.com
  1050 Crescent Green Dr. Cary, 27518
  Licensed for 97 residents, incl. dementia care unit.
Lawndale Manor (Special Assistance accepted) ................................. 919-662-0099
www.lawndalemanorassistedliving.com
601 Lakeside Dr., Garner, 27529
Licensed for 62 residents.

Magnolia Glen ................................................................................. 919-651-3803
www.kiscoseniorliving.com
5301 Creedmoor Rd., Raleigh, 27612
Licensed for 48 adult care residents within retirement community.

Morningside of Raleigh ..................................................................... 919-828-5557
www.fivestarseniorliving.com
801 Dixie Trl., Raleigh, 27607
Licensed for 110 residents, incl. dementia care unit.

Phoenix Assisted Care (Special Assistance accepted) ....................... 919-460-8644
phoenixassistedcare.com
201 W. High St., Cary, 27513
Licensed for 120 residents, incl. dementia care unit.

Spring Arbor of Apex ........................................................................ 919-303-9990
springarborliving.com
901 Spring Arbor Ct., Apex, 27502
Ages 60+. Licensed for 76 residents.

Spring Arbor of Raleigh .................................................................... 919-250-0255
springarborliving.com
1810 N. New Hope Rd., Raleigh, 27604
Ages 60+ (55+ for dementia care). Licensed for 80 residents, incl. dementia care unit.

Sunrise of Cary .................................................................................. 919-462-9147
www.sunriseseniorliving.com
1206 W. Chatham St., Cary, 27513
Licensed for 85 residents, incl. 33 dementia care.

Sunrise at North Hills ................................................................. 919-981-6100
www.sunriseseniorliving.com
615 Spring Forest Rd., Raleigh, 27609
Licensed for 130 residents, incl. 24 dementia care.

Sunrise of Raleigh ............................................................................ 919-787-0777
www.sunriseseniorliving.com
4801 Edwards Mill Rd., Raleigh, 27612
Licensed for 96 residents, incl. 46 dementia care.

Wake Assisted Living (Special Assistance accepted) ....................... 919-231-7575
www.wakeassistedliving.com
2800 Kidd Rd., Raleigh, 27610
Licensed for 60 residents; dementia care only.

Windsor Point .................................................................................. 919-552-4580
windsorpoint.com
1221 Broad St., Fuquay-Varina, 27526
Licensed for 87 adult care residents within CCRC (admits directly to assisted living/dementia care).

Woodland Terrace ........................................................................... 919-234-5223
www.kiscoseniorliving.com
300 Kildaire Woods Dr., Cary, 27511
Licensed for 84 residents, incl. dementia care unit.
Family Care Homes

Family care homes are licensed to care for 2-6 residents. They are often in converted houses in residential areas. Many require residents to be ambulatory since the homes may not be fully accessible for wheelchairs. Homes that accept Special Assistance are noted below:

**A Good Life Family Care Home (Special Assistance accepted)** ........................................ 919-834-3966
4013 Tryon Rd., Raleigh, 27606
Ages 18+ (preference given to ages 55+). Licensed for 3 residents.

**Allcare Assisted Living** ..................................................................................................... 919-661-0289
www.allcarehha.com
202 Bainbridge Cir., Garner, 27529
Ages 18+. Licensed for 6 residents.

**Ann’s Family Care #4 (Special Assistance accepted)** .................................................... 919-803-6580
208 Blanchard St., Raleigh, 27603
Ages 18+. Licensed for 5 residents.

**Ann’s New Day (Special Assistance accepted)** ............................................................... 919-790-7663
400 Parnell Dr., Raleigh, 27610
Ages 18+. Licensed for 6 residents.

**Ann’s Sunrise II (Special Assistance accepted)** .............................................................. 919-720-4011
404 Parnell Dr., Raleigh, 27610
Ages 18+. Licensed for 6 residents.

**Avendelle Assisted Living**, [www.avendelle.com](http://www.avendelle.com)
All: Ages 65+ (preference given to ages 75+). Licensed for 6 residents. Wheelchair-accessible.
Carlton Pointe, 451 Bendemeer Ln., Rolesville, 27571 ......................................................... 919-435-1250
Fuquay, 709 Minerva Dale Dr., Fuquay-Varina, 27526 ....................................................... 857-413-7599
Heritage, 5112 Granitic Dr., Rolesville, 27571 ................................................................. 919-435-6145
Lazy River, 2268 Lazy River Dr., Raleigh, 27610 ............................................................. 919-888-0008
Maynard, 1104 SE Maynard Ave., Cary, 27511 ............................................................... 919-650-1676
Rolesville, 129 Nortwick Rd., Rolesville 27571 ............................................................... 919-263-8119
Saratoga, 3905 Saratoga Dr., Raleigh 27604 ................................................................. 919-850-2955
Shepherds Vineyard, 1100 Wellstone Cir., Apex, 27502 ................................................ 919-345-7715
Southern Oaks, 605 Lawson Cypress Ln., Fuquay-Varina, 27526 ................................. 919-345-7715
Waterford Landing, 1008 Flower Round Ct., Raleigh, 27610 .......................... 919-255-6890
Weaver Crossing, 2768 Weaver Hill Dr., Apex, 27502 ............................................... 919-363-6912
Wyckford, 4520 Dilford Dr., Raleigh, 27604 ................................................................. 919-231-7008

**Bright Horizon Senior Care** ......................................................................................... 919-852-3918
www.brighthorizoncare.com
1405 Falls Church Rd., Raleigh, 27609
Ages 60+. Licensed for 6 residents.

**Brightside Homes 2 (Special Assistance accepted)** ....................................................... 919-986-8800
105 Avery St., Garner, 27529
Licensed for 6 residents.
Brown’s Family Care Home (Special Assistance accepted) ................................................. 919-362-6686
8416 James Rest Home Rd., New Hill, 27562
Licensed for 6 residents.

Compassionate Place Home .......................................................................................... 919-325-0722
3401 Sheryl Dr., Raleigh, 27604
Licensed for 5 residents.

Dedove Homes at River Knoll (Special Assistance accepted) ....................................... 919-212-3807
1616 River Knoll Dr., Raleigh, 27610
Ages 55+. Licensed for 6 residents.

Elsie’s Place ....................................................................................................................... 919-847-9495
10916 Raven Rock Dr., Raleigh, 27614
Ages 18+. Licensed for 6 residents.

Falls of Neuse Senior Living ............................................................................................. 919-977-3364
www.fallsofneuseseniorliving.com
5204 Cherrywood Ct., Raleigh, 27609
Licensed for 3 residents. Specializes in dementia care.

Gracie Sturdivant Care Home of Knightdale .................................................................. 919-771-6471
graciesturdivant.com
1004 Edenburghs Keep Dr., Knightdale, 27545
Licensed for 6 residents. Wheelchair-accessible.

Gracie Sturdivant Care Home of North Raleigh ............................................................. 919-771-6471
graciesturdivant.com
2445 Deanwood Dr., Raleigh, 27615
Licensed for 6 residents. Wheelchair-accessible.

Lynn’s Care Home at Riverside ...................................................................................... 919-621-9670
lynnscarevillage.com
5614 Apalachicula Dr., Raleigh, 27616
Licensed for 6 residents. Women with dementia only.

Lynn’s Care Home at Sandy Forks .................................................................................. 919-621-9670
lynnscarevillage.com
6809 Sandy Forks Rd., Raleigh, 27615
Licensed for 3 residents. Women with dementia only.

The Manor at Coventry Creek (Special Assistance accepted) ..................................... 919-264-0775
5124 Werribee Dr., Raleigh, 27616
Ages 55-70. Licensed for 6 residents.

The Manor at Edgewater (Special Assistance accepted) ............................................... 919-264-0775
1038 Stormy Ln., Raleigh, 27610
Ages 60-80. Licensed for 6 residents.

The Manor at Perry Creek (Special Assistance accepted) .............................................. 919-977-3367
7305 Perry Creek Rd., Raleigh, 27616
Ages 50+. Licensed for 6 residents.

Mercy Manor at Saybrooke (Special Assistance accepted) .......................................... 919-271-0917
6320 Saybrooke Dr., Raleigh, 27604
Licensed for 6 residents.

Mim’s Family Care Home (Special Assistance accepted) ............................................. 919-552-6455
6337 Mims Rd., Holly Springs, 27540
Ages 65+ preferred. Licensed for 6 residents.
North Hills Senior Living ................................................................. 919-571-2556
www.northhillsseniorliving.com
110 Dartmouth Rd., Raleigh, 27609
Ages 55+. Licensed for 3 residents.

Poole Road Family Care Home (Special Assistance accepted) .................. 919-345-9087
5818 Poole Rd., Raleigh, 27610
Licensed for 6 residents.

R & S Family Care Home (Special Assistance accepted) ....................... 919-821-4546
1445 Sawyer Rd., Raleigh, 27610
Licensed for 5 residents.

The Retreat at Cary ............................................................................. 919-468-3096
www.retreatcary.com
309 Tweed Cir., Cary, 27511
Ages 55+. Licensed for 6 residents. Wheelchair-accessible.

Rose Hill #2 (Special Assistance accepted) .......................................... 919-896-8233
2305 Glascock St., Raleigh, 27610
Licensed for 6 residents.

Rose Hill Family Care (Special Assistance accepted) ............................. 919-522-8581
1116 Beverly Dr., Raleigh, 27610
Licensed for 6 residents.

Seagraves Family Care Home (Special Assistance accepted) .......... 919-362-8556
1052 Irongate Dr., Apex, 27502
Licensed for 6 residents.

Tiffany’s Family Care Home (Special Assistance accepted) ............... 919-772-3755
1139-A Benson Rd., Garner, 27529
Ages 18+. Licensed for 6 residents.

Val’s Family Care Home ................................................................. 919-606-9804
www.valsfamilycare.com
3708 Rock Creek Dr., Raleigh, 27609

Val’s Place at Brookhaven ................................................................ 919-606-9804
www.valsplaceatbrookhaven.com
6112 Winthrop Dr., Raleigh, 27612

Worthdale Family Care Home (Special Assistance accepted) ............. 919-231-9706
933 Friar Tuck Rd., Raleigh, 27610
Licensed for 5 residents.

Wrenette’s Place (Special Assistance accepted) ..................................... 919-779-4456
7029 San Juan Hill Ct., Raleigh, 27610
Ages 50+. Licensed for 6 residents.
LICENSING AND MONITORING OF FACILITIES

Division of Health Service Regulation, North Carolina Dept. of Health and Human Services  
www2.ncdhhs.gov/dhsr  
Licenses and monitors all nursing facilities and assisted living facilities in North Carolina. Surveys nursing facilities for Medicare and Medicaid certification. Investigates complaints. Website lists facilities with recent penalties, by county.  
Complaint Hotline ........................................................................................................ 919-855-4500 or 800-624-3004  
Nursing Home Licensure and Certification ......................................................................... 919-855-4520  
Adult Care Licensure ........................................................................................................ 919-855-3765  

Senior and Adult Services, Wake County Human Services .................................................. 919-250-3830  
220 Swinburne St., Raleigh, 27610  
www.wakegov.com/humanservices/social/senior_adult  
Monitors all assisted living facilities in Wake County. Can also assist individuals and families with finding long-term care placements.

ADVOCACY FOR RESIDENTS OF LONG TERM CARE

Friends of Residents in Long-Term Care, www.forltc.org.................................................. 919-782-1530  
Nonprofit providing information for families and residents with concerns about long-term care.  
Regional Long-Term Care Ombudsman Program ......................................................... 919-558-2711 or 800-310-9777  
Area Agency on Aging, Triangle J COG  
www.tjcog.org/ombudsman.aspx  
Advocates on behalf of long-term care facility residents to uphold residents’ rights and address quality of care and quality of life issues; investigates grievances.  
State Long-Term Care Ombudsman Program ................................................................. 919-855-3433  
Division of Aging and Adult Services, NC DHHS  
www.ncdhhs.gov/assistance/adult-services/long-term-care-ombudsman  
Advocacy and information for long-term care residents.