



**QUALITY  
LONG TERM  
CARE**

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Press Release

Contact: Kay Castillo, Executive Director, Friends of Residents in Long-Term Care,  
919-782-1530, [friends@forltc.org](mailto:friends@forltc.org)

### **Long Time Mecklenburg County Long-Term Care Ombudsman Wins 2023 Sharon Wilder Long-Term Care Advocacy Award**

Friends of Residents in Long-Term Care is thrilled to present our annual award, the **2023 Sharon Wilder Long-Term Care Advocacy Award** to **Hillary Kaylor**.

Ms. Kaylor is the Regional Ombudsman Manager and oversees Mecklenburg's Nursing Homes at Centralina Area Agency on Aging. She has been an Ombudsman for the last twenty years. Hillary has also served as a co-chair for the past four years for the North Carolina Long-Term Care Ombudsman Association.

Hillary also trains new long-term care ombudsman staff and gives them the tools to be great advocates in service to local long-term care residents, advocating for more funding, better documentation systems for staff, and much more.

Cindy Kincaid, Family Caregiver Program Manager at Centralina says, "Hillary has spent all of her time advocating for the rights of the residents who live in our long-term care facilities throughout our nine county region. She has gone above and beyond her call of duty to ensure that there are protections for her residents and that the residents rights are understood and respected by both facility administration and the County Commissioners who oversee our volunteer program for the county she serves."

Kim Johnson, Lead Regional Long-Term Care Ombudsman for Piedmont Triad Regional Council says, “I have had the pleasure of working alongside Hillary as Co-Chair of the Ombudsman Association over the past four years. Hillary is a passionate advocate for residents, but her advocacy reaches beyond supporting residents alone. As Co-Chair of the Ombudsman Association, she implemented efforts to better support her fellow Ombudsmen through the pandemic as well as recently bringing a nationally-recognized attorney to North Carolina to provide information and resources to work on systemic level issues with nursing facility ownership. Congratulations, Hillary on a well deserved recognition!”

Fred Benson, Mecklenburg County Community Advisory Committee Volunteer says that “Hillary is often out of the office meeting with residents and administrators in the nursing homes trying to find solutions that are in the residents' best interests. She takes an interest in each resident who has a question and/or a complaint. She also answers questions for families who need information about long-term care. In addition, she manages a volunteer committee of fourteen members, conducting monthly meetings either in-person, or by Zoom.”

### **About the Award**

The Sharon Wilder Long-Term Care Advocacy Award is given annually to an individual in North Carolina who has demonstrated outstanding advocacy in the field of long-term care and made significant improvements to long-term care. The award will be given at the [Friends of Residents in Long-Term Care's Annual Fall Gala](#) to be held virtually on Thursday, October 19, 2023 at 7:00 pm.

### **About Friends of Residents in Long-Term Care**

[Friends of Residents in Long Term Care \(FOR\)](#) is an independent, nonprofit organization committed to advancing the quality of life for the 100,000 individuals who receive long-term care in North Carolina. We serve as the consumer voice for families, caregivers, and residents in skilled nursing homes and assisted living communities.