

Long-Term Care Ombudsmen are advocates for people using or choosing nursing homes and other care providers.

Whether you are choosing a care provider for the first time, or moving from a facility where you currently live, the ombudsman can help you recognize and exercise your rights during the process.



Help Finding Answers

Pro Seniors ombudsmen can help simplify the complex process of selection.

- What type of care and services should I consider?
- What are my rights?
- How do I get good care after I choose a facility or other care provider?
- What if I have a problem?

**Help to Select
a Long-Term Care
Community or Provider**



513-458-5518

Do I Need a Nursing Home?

Licensed long-term care providers are required to comply with state and federal regulations. The ombudsman will help you understand each type of provider and then select from facilities/providers that are licensed to provide the level of care and services you need.

Free Telephone Consultation

In addition to exploring your choices with you by phone, the ombudsman will provide supporting materials to help with your selection process.

Pro Seniors will also provide resources that help you *recognize* signs of quality care, *understand* staff responsibilities, and *access* related organizations for care, legal issues and caregiver support.

How Will I Pay for My Care?

There are a variety of public and private payment systems for long-term care services in Ohio. The ombudsman will explain long-term care payment options and, if needed, refer you to our *free* legal helpline for a detailed consultation about your specific situation.



Consumers Have Rights

The Pro Seniors ombudsman will help you understand the rights of a long-term care consumer. You will also learn

- What to look for in an admission agreement,
- How to make use of the assessment and care-planning process, and
- Who can best respond to your questions or concerns in the facility.