



*Helping Older Persons With
Legal & Long-Term Care
Problems*

Pro Seniors: Where to Turn When You Have Legal or Long-Term Care Problems

Legal or Long-Term Care Problems?

Turn to Pro Seniors

For advice and information:

- To empower you
- To protect your interests
- To help you access resources

To maintain your independence

Call Pro Seniors if you have questions or concerns about Medicare, Medicaid, powers of attorney, pensions, consumer problems, care in a nursing home or nursing home selection.

Pro Seniors is here to serve you whether you need the Legal Hotline, the Long-Term Care Ombudsman Program or Care Options. Pro Seniors has been helping older persons with Legal and Long-Term Care Problems for over 25 years.

Legal Program and Hotline

By calling our Legal Hotline, you can receive assistance with a variety of legal problems. If you have a legal problem that cannot be resolved over the phone, the Legal Hotline will try to refer you to an appropriate source for more in-depth assistance.

If you live in Butler, Clermont, Clinton, Hamilton or Warren County, the Legal Hotline may refer you to a Pro Seniors' staff attorney or to other community resources that offer assistance.

Our staff attorneys handle problems that most private attorneys do not, such as Medicare, Medicaid, Social Security, other government benefits and protective services.

Pro Seniors may also refer you to a private attorney on our Hotline Referral Attorney Panel (HRAP). Many of these attorneys have agreed to accept cases at a reduced fee for clients with limited income.

Free help with your legal or long-term care problems is available.

Call Pro Seniors' Legal Hotline:

In Greater Cincinnati,

call **513-345-4160**

Statewide, call **1-800-488-6070**

Long-Term Care Help

Do you know how to select a nursing home? Do you understand how to advocate for your loved one in a nursing home?

If you have a question or complaint about a nursing home, Pro Seniors can help.

Our long-term care ombudsman staff:

- Help you understand your options so you can make an informed choice about a nursing home or assisted living facility – just ask for ***Care Options***.
- Explain your rights and help you advocate for yourself or a loved one using long-term care.
- Investigate and work to resolve complaints about nursing homes, assisted living, adult care homes and home care.

We routinely visit facilities in Butler, Clermont, Clinton, Hamilton and Warren Counties to make sure residents know how to contact an ombudsman for assistance.

If you are unhappy with the quality of care in a long-term care facility, call Pro Seniors. Our ombudsman staff will explain our role and will help resolve your concerns.

Education and Outreach

We speak to groups throughout the Cincinnati area, including Butler, Clermont, Clinton, Hamilton and Warren Counties. Typical sites include senior centers, church groups, local AARP chapters and senior clubs. Pro Seniors' speakers also give presentations to local professionals on various elder law topics.

Pro Seniors' staff can talk to your organization about a wide range of topics, from a general overview of Pro Seniors' services to presentations on Medicare, managed care, Medicaid, living wills, durable powers of attorney, nursing home selection and more.

Pamphlets for Seniors and Professionals

Pro Seniors provides free pamphlets to seniors on a variety of subjects, from Medicare and Medicaid to advanced directives and food stamps.

For a complete list of pamphlets, many of which can be viewed and printed, visit our web site at www.proseniors.org or call 513-345-4160.

To order hard copies of individual pamphlets, send a stamped, self-addressed legal-sized envelope with a list of requested pamphlets or call Pro Seniors at 513-345-4160 or 1-800-488-6070. There is a low per piece charge for large orders.

Volunteer Opportunities

If you are interested in helping older people and have a few free hours each week, Pro Seniors needs your help. You can choose to work with the Ombudsman Program, the Legal Hotline or in our office.

Ombudsman Program

As a volunteer ombudsman, you can choose from a variety of roles that help seniors understand how to get the assistance they need and exercise their rights. Ombudsman volunteers receive training and support from Pro Seniors' staff and are asked to commit a few hours a week. Hours are flexible and at your convenience.

Nursing Home Volunteers

Some volunteer ombudsman help nursing home residents by making sure that residents know their rights, by investigating and resolving basic complaints and by providing follow-up on complaints to ensure that a resolution has been implemented.

Community Education and Other Opportunities

Other volunteer ombudsman opportunities are available to support the staff in educating the community about ombudsman services, resident rights and related issues. You may also choose to help establish or support family councils.

Legal Program and Hotline

If you are an attorney, your help is needed to assist Legal Hotline callers with their legal problems. In addition, attorneys and paralegal volunteers can conduct research for our staff. Experience with computers is necessary.

Agency Support

Another opportunity to help Pro Seniors is to assist the agency staff with projects, mailings and other office support. For further information, call 458-5521 for the Volunteer Coordinator.

PRO SENIORS IS COMMITTED TO:

The Client First: We put your interest at the forefront of our actions.

Integrity: We treat you honestly, fairly, and respectfully.

Professionalism: We strive to be the best at what we do.

Innovation: We think of ways to do things better by doing them differently and having the courage to embrace change.

Teamwork: We trust one another and work together to achieve our common objectives.

Dedicated Service: We pledge unwavering support for both our clients and our co-workers.

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