

**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.