

If you feel one or more of your rights has been violated and your complaints are not being addressed, the Allegheny County ombudsman is available to help you for free.

What is the role of an Ombudsman?

- › An ombudsman is trained to help pursue remedies if you have a complaint or problem with your care or services.
- › An ombudsman provides information about your rights and help you exercise those rights.
- › An ombudsman promotes the highest quality of care for older adults and persons with disabilities who are residents of Pennsylvania.
- › An ombudsman represents consumers and works within the legislative and rule-making process to improve long-term care services throughout the state.

DHS IS

responsible for providing and administering publicly funded services to Allegheny County residents.

DHS PRINCIPLES

All services will be

- high quality, comprehensive, and accessible.
- individualized and designed to be respectful of the unique cultural characteristics of each individual and/or community
- integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs, and goals; create relationships with natural supports; and take steps necessary to accomplish these goals.



Area Agency on Aging

Rich Fitzgerald
ALLEGHENY COUNTY EXECUTIVE

Erin Dalton
DIRECTOR, DEPARTMENT OF
HUMAN SERVICES

Phone: 412-350-5460

Fax: 412-350-4330

Toll-free: 1-800-344-4319

Email: seniorline@alleghenycounty.us

www.alleghenycounty.us/dhs/aaa

2100 Wharton Street, Second Floor
Pittsburgh, PA 15203

The Allegheny County Department of Human Services does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); use of guide or support animal because of blindness, deafness, or physical disability.

DHS funding information is available at www.alleghenycounty.us/dhs/funding.aspx
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The Ombudsman Program

 Area Agency on Aging



When you have complaints about your care or services in Allegheny County.

**ALLEGHENY COUNTY
DEPARTMENT OF
HUMAN SERVICES**

alleghenycounty.us/dhs



If you live in a personal care home, assisted living facility, nursing facility, or a Dom Care home...

If you go to an adult day center or attend a LIFE program...

If you receive in-home services...

You have the right:

- › to know what services are available to you and how much they cost;
- › to know the name of each person involved in your care, what they are expected to do, and how to contact their supervisor;
- › to refuse treatments and be taught self-management of your condition;
- › to privacy in treatment; and
- › to complain without fear of reprisal.

You have the right:

- › to information about your medical condition and to participate in the decisions about your plan of care;
- › to be served by trained and competent personnel;
- › to safe and professional care at the level of intensity needed; and
- › to timely care.

You have the right:

- › to be told the procedures for registering complaints; and
- › to have your identity, as the reporter, kept confidential.

What type of issues can an ombudsman help with?

- › Questions about billing and charges, including those covered by Medicare and Medicaid.
- › Concerns about the quality of care or treatment that you are receiving.
- › Appeals regarding transfers, discharges, discontinuances, or changes in services.

Who uses an Ombudsman?

- › Individuals receiving licensed long-term care services in their homes, communities or long-term care facilities.
- › Families and friends of individuals who receive licensed long-term care services.
- › Government agencies that monitor quality-of-care for long-term care services.

How to contact an Ombudsman in Allegheny County

Ombudsman Line:
412-350-5791

Senior Line e-mail:
SeniorLine@AlleghenyCounty.US

Senior Line:
412-350-5460

Senior Line Toll-Free:
1-800-344-4319

U.S. Mail:
**Allegheny County
Area Agency on Aging
2100 Wharton Street, 2nd Floor
Pittsburgh, PA 15203**

Ombudsman services are confidential and free.

Older Adult Protective Services

If you believe you or another older adult is being abused, neglected, exploited or abandoned, please call the DHS AAA Elder Abuse Hotline at **412-350-6905**, local toll-free at **1-800-344-4319** or statewide **1-800-490-8505**.