

Legal

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to healthcare and other benefits, and their autonomy. Needy senior West Virginians age 60 and over anywhere in the state can get help by visiting www.wvsenior-legalaid.org, or by calling 1-800-229-5068.

Long Term Care Ombudsman

Recognizing the vulnerability of individuals who — through age, illness, or serious injury — are confined to long-term care facilities, the federal government has mandated each state must provide an independent organi-

zation specifically tasked with advocating on behalf of residents, investigating complaints made by or on behalf of a resident, and assisting them in exercising their civil rights.

Operating under Legal Aid of West Virginia, the Ombudsman program fulfills this mandate. Nine staff members are located throughout the state and their primary duties include identifying, investigating and resolving complaints made by or on behalf of long-term care residents. Issues can range from simple quality-of-life concerns such as poor food service or incompatibility with a roommate, to questions about Medicare and Medicaid billing, up to complaints of patient

abuse and neglect.

All services offered by the Ombudsman are confidential, free, and available to any long-term care resident, their families, friends, or any citizen with a question or concern about a West Virginia long-term care facility. Contact Legal Aid of West Virginia LTC Ombudsman program at 922 Quarrier Street, 4th Floor Charleston, WV 25301 or call toll free, 1-866-255-4370.

Disability Rights of WV

Disability Rights of West Virginia (DRWV) is the federally mandated protection and advocacy system for people with disabilities in West Virginia. DRWV is a private,

nonprofit agency. Our services are confidential and free of charge. DRWV protects and advocates for the human and legal rights of persons with disabilities. For more information, call 800-950-5250 or visit their office at 1207 Quarrier St. Suite 400, Charleston, WV 25301.

WV DHHR-Adult Protective Services

Centralized Intake with Adult Protective Services assist vulnerable and elder adults to stop and prevent abuse, neglect, or exploitation. Anyone can make a report about suspected abuse to the hotline at 1-800-352-6513.

West Virginia Senior Legal Aid

West Virginia Senior Legal Aid provides free civil legal services and counsel to senior West Virginians age 60 and older, with a focus on economically or socially disadvantaged, disabled, and rural seniors. Senior Legal Aid is an excellent resource for outreach materials and information.

Particularly helpful is their Frequently Asked Questions Manual, which provides in-depth information about:

- * Advance Directives
- * Bankruptcy
- * Collections
- * Consumer Issues
- * Domestic Relations
- * General Medicaid
- * General Nursing Home
- * Government
- * Housing/Utilities
- * Medicare
- * Social Security
- * Web Links
- * Wills/Estate Planning

Please contact West Virginia Senior Legal Aid at 1-800-229-5068 for any questions or to request information.

