

Come Join Us!

Since its inception, over 2,600 individuals have completed the 5-part training sessions in over 225 facilities. PEER have brought about positive cultural changes that significantly enhanced resident relationships with care providers as well as enhance quality of life.

Contact your local ombudsman to start a PEER program in your facility.

**Ombudsman services are
Confidential and Free!**



**For more information about
services in your community,
contact your local
Area Agency on Aging.**



**Office of the State
Long-Term Care Ombudsman
PA Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101
(717) 783-8975**

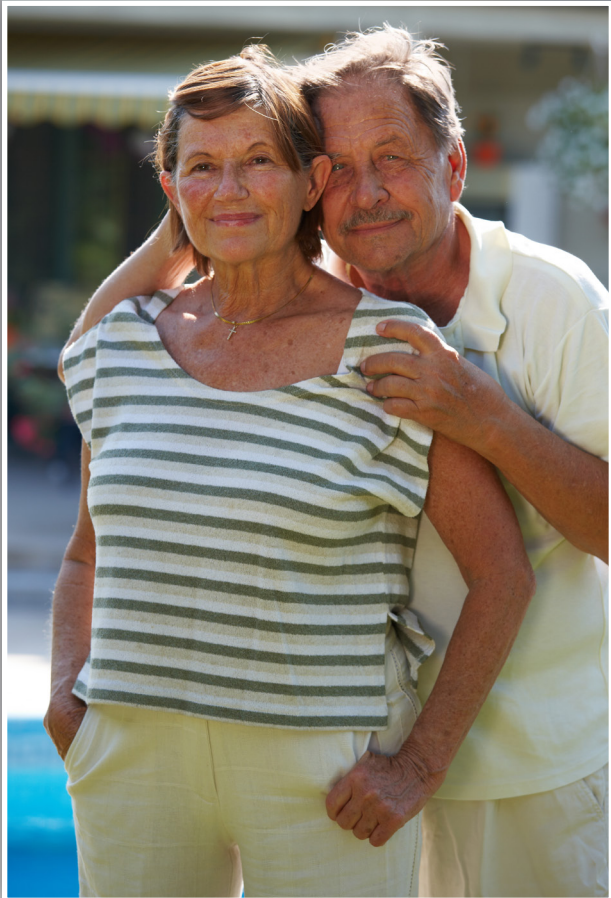
aging.pa.gov



**Pennsylvania
Empowered Expert
Residents Program
(PEER)**

What is PEER?

Pennsylvania's Empowered Expert Residents (**PEER**) are long-term care residents who are trained to self-advocate and empower their fellow residents to improve their quality of life and quality of care in long-term care facilities. **PEER** is a partnership between residents, facility staff, and the local ombudsman.



Be a part of the magic that is **PEER!**



PEER Philosophy:

- Resident focused.
- Give residents a voice.
- Provide a connection with ombudsmen, volunteers and other **PEERs** statewide.
- Provides residents with opportunities to stay productive and involved.
- Honors **PEERs** through recognition events.

Who can become a PEER?

PEER is open to all residents of nursing, personal care and assisted living homes, and older adult daily living centers.

5-part empowerment training sessions with a graduation ceremony!

Not only do **PEERs** impact the community where they live, but they also have a voice in issues that affect all of Pennsylvania's older adults.

