In affiliation with AAHSA’s Quality First standards, OPRS:

- Welcomes and actively supports volunteer involvement in our organization
- Has social accountability programs that benefit the local community, thus continuing a tradition that enhances the quality of life of the individuals we serve
- Demonstrates good citizenship by serving as a catalyst, convener, facilitator and sustainer of community efforts
- Is actively involved and keeps abreast of public policy issues important to our organization and the people we serve

AAHSA is the American Association of Homes and Services for the Aging.
Our theme for this year’s Community Benefit Report is “Going Beyond.” It would be impractical, if not impossible, to describe every act of how we give back to the communities we serve. So, instead, we share a story from each of our locations on the ways we go beyond.

The word beyond has multiple meanings, and in many ways, our benefit to the community is reflected in those meanings. In one definition, the word beyond means “a greater distance than.” In the pages ahead, you will read stories of how we serve people at a greater distance by reaching beyond the walls of our continuing care retirement communities (CCRCs) to connect with individuals, churches, governments, schools and universities to enhance lives in any way possible.

Used another way, beyond means “in addition to.” Our stories exemplify the ways our locations are serving others in addition to or well beyond their core services.

A third definition refers to “a degree or amount surpassing.” As a not-for-profit organization, we hold ourselves to a high standard of stewardship. With the charitable resources entrusted to us, we must go above and indeed beyond, surpassing expectations to fulfill our mission. So, in addition to stories, the report also demonstrates the financial impact of OPRS’ efforts of going beyond.

While there are multiple meanings of the word, the common theme is this: At OPRS, going beyond means challenging ourselves to do more, care more and be more, helping us to live our mission every day.

Our mission is to provide older adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.
Breckenridge Village

Older adults may retire from their careers, but they never retire from their faith communities. Understanding this, OPRS partners with area congregations to provide programs and assistance to those it serves.

Breckenridge Village in Willoughby has continued to grow and expand its Stephen Ministry program. Holding educational events, training classes and commissioning meetings, Breckenridge prepares the Stephen Ministers to provide one-to-one Christian care to people in need at local congregations. This program has helped enhance the spiritual lives of countless people in the area.

– Hosted an Honor Flight program, which flew veterans to Washington, D.C. to visit several war memorials
– Organized the “Grandletters Correspondence” program with students at a local elementary school
– Celebrated their massive volunteer core through a recognition luncheon

Other Contributions

Senior Independence in the Greater Cleveland Region is assisting older adults in the area to plan ahead with their extensive advance care planning research. This past year, the Senior Independence team conducted a survey of residents and clients on their use and understanding of advance directives. It was found that, of the nearly 400 people surveyed, 93 percent of continuing care retirement community residents had completed advance directives, while only 62 percent of those living elsewhere had done the same. After compiling the results, they presented a community-wide educational program on their findings, helping spread the knowledge to the greater community.

– Trained volunteers in the church community through the “Faith in Action” program, which benefits older adults in the area who need help at home
– Mentored students from Case Western Reserve University
– Continued to grow and expand the Parish Nursing program

“It is important that patients realize their goals of care toward the end of life to ensure good quality of care.”

– Cornell Institute for Translational Research on Aging

Other Contributions

OPRS is devoted to caring for residents, clients and their families each and every day. Yet, OPRS goes beyond that, making sure to do its part in helping prepare them for their futures.

Senior Independence in the Greater Cleveland Region is assisting older adults in the area to plan ahead with their extensive advance care planning research. This past year, the Senior Independence team conducted a survey of residents and clients on their use and understanding of advance directives. It was found that, of the nearly 400 people surveyed, 93 percent of continuing care retirement community residents had completed advance directives, while only 62 percent of those living elsewhere had done the same. After compiling the results, they presented a community-wide educational program on their findings, helping spread the knowledge to the greater community.
OPRS cares not only for the residents and clients it serves, but also for people in the greater community. This is why OPRS so often opens its doors to the public and offers to assist in any possible way.

Dorothy Love Retirement Community in Sidney is dedicated to helping its neighbors. For example, knowing the importance of physical fitness, they began the “Forever Young Club,” a program that allows their fitness center to be used by members of the community. Dorothy Love also helped plan and participated in the Shelby County Alzheimer’s Association Walk, and hosts an Alzheimer’s support group, which is open to the public as well.

Other Contributions
– Hosted American Red Cross CPR training
– Volunteered at community outreach center for the underprivileged
– Held luncheon for retired teachers in the area, who brought school supplies that were later donated to the Salvation Army

“Through the past several years, population studies have suggested that exercise which raises your heart rate for at least 30 minutes several times a week can lower your risk of Alzheimer’s.” — MayoClinic.com

Dorothy Love Retirement Community

No matter what your age, you never stop learning. In fact, it’s important that you continue expanding your knowledge base through the years, which is why OPRS makes it a point to offer numerous educational opportunities to residents, clients and the greater community.

This year, Senior Independence in the Miami Valley Region began a new initiative that is enhancing the lives of Dayton area seniors by increasing their fun, fitness, health and support. “Well Informed Seniors Do Overcome More” (WISDOM) is a program that provides older adults access to health care, health education, fitness and socialization, helping to further educate Senior Independence clients and neighbors.

Senior Independence
Miami Valley Region

Other Contributions
– Taught numerous nutrition education classes
– Held multiple “Respecting Choices” and “Vial of Life” programs
– Raised money for and participated in Alzheimer’s Memory Walk
Cape May Retirement Village

Everyone goes through a difficult period at times, whether they are dealing with a personal hardship or grieving the loss of a loved one. OPRS does what it can to provide support and comfort during those rough times.

Cape May Retirement Village in Wilmington provides a unique support group called “Turning the Corner.” Started nearly 20 years ago by Darleen Myers, a Cape May resident, this group offers support to local widows. Still going strong today, these women share lunch and fellowship at their monthly meetings. Cape May is proud to host this group of women and happy to help bring more joy to their lives.

Mount Pleasant Retirement Village

Bridging the gap between older and younger generations is an important step to take, as it helps to pass on knowledge and traditions. OPRS works hard to facilitate intergenerational activities and programs at all of its locations.

Mount Pleasant Retirement Village in Monroe put on a unique event – an Intergenerational Art Show, where 60 high school students of all talent levels displayed their artwork for all to see. Held in Mount Pleasant’s chapel, the show was on exhibit and open to the public for three days. Residents also displayed their work and handed out awards for 1st, 2nd and 3rd place, as well as best in show. The residents and students enjoyed learning about each others’ artistic talents and had fun spending time together.

“Intergenerational programs promote the transmission of cultural traditions and values from older to younger generations, helping to build a sense of personal and societal identity while encouraging tolerance.”
— Generations United

Other Contributions

– Organized a blood drive
– Continued the Stephen Ministry program, benefiting residents and the community
– Administrator Veronica Sterling spoke at the Ohio KePro conference regarding the importance of resident-centered care
Holidays are times of joy and merriment, where families gather together to celebrate. However, holidays can also prove to be otherwise, especially if you are facing a difficult personal or financial situation. OPRS makes a great effort to help those in need by contributing to food drives and toy donations, just to name a few.

When the staff at Lake Vista of Cortland heard about a local businesswoman who had been in a terrible accident just prior to the Thanksgiving holiday, leaving her seriously injured and unable to work or provide for her eight children, they wanted to help. The Culinary and Nutritional Services team, along with other staff members, prepared a six-course meal, and Executive Director Troy Snyder personally delivered it to the family. It turned out to be a great Thanksgiving for both Lake Vista and the family they helped.

With recent global efforts to “go green,” recycling is now more important than ever. Nearly every OPRS campus and location has some sort of recycling program, doing their part to make Earth a cleaner place.

At The Vineyard on Catawba in Port Clinton, recycling is a community affair. While numerous recyclables are collected, a focus is on aluminum cans, thanks to residents Harold and Beatrice Green. Through Harold’s contact with the Catawba Island fire department, 250 to 900 aluminum cans are collected and dropped off at The Vineyard each week. Before the cans were crushed, he and Beatrice would pull off the tabs, which were later donated to Ronald McDonald House Charities. Though Harold has since passed away, Beatrice continues to remove the tabs, donating 12,000 this past year and more than 33,000 in total.

“Recycling prevents the emission of many greenhouse gases and water pollutants, saves energy, supplies raw materials to industry, creates jobs, stimulates the development of greener technologies, conserves resources for our children’s future, and reduces the need for new landfills and combustors.”

— U.S. Environmental Protection Agency
It’s important to help young adults start down the right path and to assist them in their search for the ideal career. That’s why OPRS works with a number of high schools in an effort to help guide students, making their journey a bit easier.

Llanfair Retirement Community in Cincinnati has connected with Aiken High School to form a program that gives students the course credits they need to graduate. The students come to Llanfair five days a week, working in the Living Center, activities department, and culinary and nutritional services department. The students enjoy working with residents, and to date, two of the students have been hired after graduation.

Other Contributions
- Set up voter polls for Election Day
- Adopted a 6th grade class from a local middle school, where students and residents wrote letters to each other, planted flowers and shared a Christmas breakfast
- Worked with University of Cincinnati Design, Architecture, Art and Planning College students on a project to benefit the city of College Hill

Volunteer work has numerous benefits to not only those being helped, but also to the volunteers themselves. At OPRS, employees and residents volunteer in a host of different ways, giving their time and talents any way they can.

Last September, Ohio was hit with a severe windstorm that left much of the state without power for days, and in some areas, weeks. Employees of Senior Independence in the Southwest Region sprang into action, volunteering to help the best they knew how. They purchased food and supplies, delivering both individual and multi-unit meals throughout the community. In total, they distributed more than 1,000 five-meal packs to housing complexes and individual homes within Hamilton County. The Anderson Senior Center also opened its doors and provided walk-in meals to community residents in need. Thanks to their volunteer efforts, numerous lives were made easier during a trying time.

“Volunteering leads to greater life satisfaction and lower rates of depression.”
— Corporation for National & Community Service
OPRS is continually looking for ways to improve the quality of life for residents, clients and neighbors. Whether through support groups or specific programs, OPRS does its part to help.

Last year, Park Vista Retirement Community in Youngstown recognized the increased need for support for those with vision impairments. Today, they offer a low vision support group. Open to the public, this group explores issues of daily living and offers support, resources and education, as well as tips that make life easier for people living with low vision. Additionally, Park Vista hosts the United Way Senior Vision Council, which Executive Director Brian Kolenich chairs.

Other Contributions
– Provided a support group for bereaved parents in the area
– Participated in the United Way Impact Committee
– Continued work with the “Green Team” recycling program for Mahoning County

It’s widely reported that education and early detection are key in the prevention of illness and disease. OPRS recognizes this and acts on it, offering numerous health screenings and clinics throughout the state.

Senior Independence’s senior center in the Mahoning Valley Region does a great job of helping keep the people in the community healthy. At the center, they offer screenings by dentists, podiatrists and other health professionals, as well as exercise classes, Tai Chi, yoga and line dancing. They also participate in health fairs, hold educational lectures and provide diabetic, hearing and speech programs.

“As you age, the risk of developing some diseases increases. Regular checkups and screening tests are important to maintain good health.” — WebMD
Rockynol

With its home and community based services division, Senior Independence, OPRS knows the benefits of being cared for in the place you call home. However, hospital stays are sometimes inevitable. OPRS is doing what it can to make those stays more comfortable and a bit “warmer” for children in the Akron Children’s Hospital.

Spearheaded by employees Jessica Goff and Karen Bakita, residents at Rockynol in Akron have been participating in a community service program called “Project Linus.” A nationwide non-profit organization, Project Linus’ mission is to provide a sense of security, warmth and comfort to seriously ill or traumatized children. Each week, the Rockynol “blanketeers” gather together to construct no-sew fleece blankets. To date, they have made and donated more than 200 blankets.

Other Contributions
– Continued working with the Summit County chapter of Habitat for Humanity, helping build houses in the Akron area
– Made beaded bracelets for a mission project that benefits Third World countries
– Collected and donated used ink and printer cartridges to Habitat for Humanity

Senior Independence
Akron/Canton Region

According to the National Center for Chronic Disease Prevention and Health Promotion, 50 percent (17.2 million) of people 65 or older report being diagnosed with arthritis. Arthritis is not only painful, but can also limit and inhibit daily activities, lessening quality of life. OPRS has taken great strides to provide programs and services dedicated to the prevention and control of arthritis.

Beginning in 2005, Senior Independence in the Akron/Canton Region partnered with the Arthritis Foundation’s local chapter to accomplish the mutual goal of providing education and exercise opportunities for older adults in Medina, Stark and Summit counties. This past year, Senior Independence offered the Arthritis Exercise Program at their senior centers and community groups, presented the “Take Control of Arthritis Pain” educational program at numerous wellness clinics, and had their certified Arthritis Exercise Leaders volunteer to do exercise demonstrations at the chapter’s Arthritis Expos. For all their hard work, the Arthritis Foundation presented the Akron team with the 2009 Northeastern Ohio Chapter Partnership Award in Health Promotion.

Other Contributions
– Offered nursing and therapy internships to Kent State University students
– Gave prayer shawls and lap blankets for hospice patients at three local churches
– Provided Christmas gifts and items to the Akron Citizen’s Coalition for Emergency Shelter Service to help meet the needs of women and children in the Akron area

“Research has shown that appropriate physical activity offers substantial benefits to people with arthritis and can decrease arthritis pain and disability.”
– National Center for Chronic Disease Prevention and Health Promotion
With a struggling economy, it is no surprise that more and more families are facing poverty. OPRS residents and clients are doing their part to reach out to families in need.

Swan Creek Retirement Village in Toledo likes to help anyone in need, especially children of low-income families. This past winter, residents and staff worked as a team to put together a mitten tree for local inner-city schools, where many of the students can’t afford winter weather accessories. Mittens, hats, scarves and gloves were made or donated and then pinned to a full size artificial Christmas tree. As one resident said, “No application or paperwork is needed – if a child is cold, they get a hat!”

Swan Creek residents also work year round to sew clothing for more than 40 teddy bears that will be donated to the Salvation Army. The teddy bears are handed out to children in need during the Christmas season, helping to bring happiness and joy to their hearts during the holidays.

Other Contributions
- Continued “Tribute to the Troops” program, where residents donate snacks, games, phone cards, hygiene items, and write letters of encouragement to troops overseas
- Hosted Missy Buchanan, author of “Living with Purpose in a Worn Out Body,” to speak about her book, sharing her insights and stories
- Ran numerous recycling programs that included collecting paper, glass, plastic, ink cartridges and eyeglasses

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Other Contributions
- Served over 200 people through a “Falls Risk Assessment” program, where older adults are tested, given results and have possible options explained
- Hosted numerous wellness clinics and health screenings in Toledo
- Taught multiple sessions on health promotion and disease prevention

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Senior Independence’s Greater Toledo Region wanted to do its part in helping caregivers. In November, they took part in the Caregiver Expo, sponsored by the Area Office on Aging of Northwestern Ohio, Inc. Members of the team managed a booth with a live, interactive demonstration of the award-winning Senior Independence Web site, iCaregiver.org, showing people the different resources available and how easy the site is to navigate. The Toledo team assisted hundreds of caregivers that day and continue to spread their caregiving knowledge every day.

Other Contributions
- Continued “Tribute to the Troops” program, where residents donate snacks, games, phone cards, hygiene items, and write letters of encouragement to troops overseas
- Hosted Missy Buchanan, author of “Living with Purpose in a Worn Out Body,” to speak about her book, sharing her insights and stories
- Ran numerous recycling programs that included collecting paper, glass, plastic, ink cartridges and eyeglasses

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“Parents in poor households are not fully able to protect their children from effects of cold weather shocks.”
— U.S. Department of Agriculture

“Unpaid family caregivers will likely continue to be the largest source of long-term care services in the U.S. and are estimated to reach 34 million by 2050, an increase of 86% from 2000.”
— Family Caregiver Alliance

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— Family Caregiver Alliance
Today’s youth are tomorrow’s future, which is why it’s important to focus on educating the next generation of professionals. In recent years, the United States has been suffering a nursing shortage. Part of the problem involves nursing colleges and universities struggling to expand enrollment levels to meet the rising demand for nursing care. OPRS makes it a point to reach out to the academic world and help in any way we can.

Westminster-Thurber Community in Columbus opens its doors to nearly 200 students each year. They not only offer their meeting rooms to be used by local schools and universities, but go far beyond that. Westminster-Thurber works in conjunction with The Ohio State University, Columbus State School of Nursing, Fort Hayes High School and the Mount Carmel School of Nursing, offering students internship opportunities.

Central Ohio Region

In a rapidly changing industry, it is important to stay educated and up to date with the latest research and information. OPRS knows this and therefore offers Continuing Education Units (CEUs) throughout the state to help employees better serve residents and clients.

Senior Independence’s Central Ohio Region held some great educational opportunities this year. One event, “Seasons of Caregiving,” was a CEU program for social workers, nurses and caregivers that addressed topics dealing with promoting positive self-care and ways to enhance caregiving for both yourself and others. Additional staff training, in conjunction with the End of Life Nursing Education Consortium (ELNEC), was also offered to Senior Independence nurses and social workers. These events were hugely successful and much appreciated by all who attended.

Other Contributions

– Executive Director Linda Artis gave testimonies at the Ohio House of Representatives on the Program of All-Inclusive Care for the Elderly (PACE), home health care and hospice
– Offered bereavement groups to families dealing with the loss of a loved one
– Provided more than 1,200 hours of respite care
Church Relations

Whether it is appreciating the work ministers do at local churches, providing a speaker for a church event, or celebrating Pastoral Care Month by honoring the clergy and staff whose service is so important to the churches, OPRS continues to hold “spiritual well-being” at the core of its mission.

The Church Relations Program seeks to be the aging services partner of our 276 key churches, representing more than 20 denominations and faith traditions throughout Ohio.

Highlights from Around the State
- Clergy Appreciation breakfast at Park Vista in Youngstown
- “Bring your Boss to Lunch” at Llanfair, where administrative personnel treated their pastor to a luncheon and program
- “Tools for the Servant” events held at three different campuses, featuring Dr. Jep Hostetler and his presentation, “The Joy Factor”

OPRS Corporate

Even though staff at the OPRS corporate office in Columbus may not be in direct contact with residents, clients and their families on a daily basis, they too make great efforts to improve lives throughout the state and beyond.

Highlights of the OPRS Statewide Impact
- Participated in Ohio Legislative Day at AOPHA, the Advocate of Not-for-Profit Services for Older Ohioans
- Gathered donations and walked in the Komen Columbus Race for the Cure
- Spoke at a conference on long-term care for health policy makers in Washington, D.C.
- Gave presentations on home and community based services, as well as how to help employees deal with grief at AAHSA’s national conference.

OPRS Foundation

The OPRS Foundation raises and manages charitable funds supporting OPRS retirement communities and Senior Independence regions throughout the state. In Fiscal Year 2009, the OPRS Foundation raised a total of $7.4 million in support of those served by OPRS.

Senior Independence

Senior Independence has been enhancing the lives of its clients and older adults throughout the state for many years. This year is no different.

Key Programs and Highlights
- Completed the expansion of hospice services to all seven Senior Independence regions
- Continued improving the icaregiver.org Web site, which helps caregivers throughout the world find information and resources
- Initiated the Make it Happen® program, which enhances clients’ and families’ lives by attending to non-medical needs, helping to improve their quality of life, while mobilizing and empowering volunteers as well
- Presented “Respecting Choices” seminars, which provided information and resources to deal with end-of-life issues.
The community benefit provided by OPRS is best depicted in the activities and stories of lives touched that are shared in this report. In addition to touching lives, we also demonstrate the financial impact our efforts of “going beyond” have on the greater community.

The chart on the following page illustrates the total financial impact of OPRS’ community benefit. The dollars represent what OPRS gives back to the communities it serves. Below is a description of each item in the chart.

**Honorable Service Grants** – This year, OPRS announced a brand new program to honor paid church staff with a minimum of ten years of service. This new program honors ministry by providing significant discounts on fees for apartments and homes at OPRS communities. Honorable Service Grants, in the form of fee discounts, were also initiated this fiscal year to recognize veterans.

**Affordable Housing** – Making housing more affordable for older adults is a mission of OPRS, which is why we offer two affordable housing communities. At The Vineyard on Catawba, we manage the Concord Apartments, a 40-unit affordable housing program. At Breckenridge Village, OPRS offers the Shafer-Schweitzer House, a 150-unit HUD-202 subsidized apartment building.

**Life Care Commitment** – The Life Care Commitment helps assure OPRS residents that they will always have a home at OPRS even if, in good faith, they run out of funds meant to see them through.
Health Care Center Medicaid Charity – Medicaid is the State of Ohio’s health care funding source for indigent people. The dollars in this line item represent the difference between the cost of care at OPRS health care and assisted living centers, and the Medicaid or Medicaid Waiver reimbursement for that care.

CCRCs’ Other Community Benefit – This number represents goods and services provided to the greater community by OPRS communities and corporate office at no cost or at a discounted rate. Numbers in this table are not reflected in any of the above line items.

Senior Independence Charity – Senior Independence offers a number of home and community based services to older adults in the greater community. Senior Independence works with numerous funding sources such as Passport, local levies, Title XX, the United Way, Title III, the Alzheimer’s Respite program, donations and others to make services available to people of all income levels. The dollars depicted in this line represent the difference between the cost of providing these services and the reimbursement received for them.

Senior Independence’s Other Community Benefit – This number represents goods and services provided to the greater community at no cost or at a discounted rate. Numbers in this table are not reflected in any of the above line items.

**TOTAL** – This number, $7,228,229, represents what OPRS gives back in total community benefit.
Ohio Presbyterian Retirement Services is the largest and most experienced not-for-profit provider of continuing care retirement communities and services in Ohio.

Locations and Services

Ohio Presbyterian Retirement Services Corporate Office
1001 Kingsmill Parkway, Columbus, Ohio 43229
(614) 888-7800 • (800) 686-7800 • www.oprs.org

A division of OPRS, Senior Independence provides Home and Community Based Services in 42 Ohio counties.