



## STATE OMBUDSMAN:

- Kelly Richards

## STATE OFFICE EMAIL:

[Aging.SLTCOProgram@illinois.gov](mailto:Aging.SLTCOProgram@illinois.gov)

## TO LOCATE OR CONTACT YOUR REGIONAL OMBUDSMAN PROGRAM:

Senior HelpLine  
1-800-252-8966

OR

## Consumer Choice Website

<https://webapps.illinois.gov/AGE/OmbudsmanSearch>

## \*Covered Facility Types:

- Nursing Homes
- Assisted Living
- Supportive Living
- Sheltered Care
- Illinois VA Homes
- Specialized Mental Health Rehabilitation Facilities
- Intermediate Care Facilities for the Developmentally Disabled
- Medically Complex Facilities for the Developmentally Disabled
- Life Care Facilities

## WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM (LTCOP)?

Under the federal Older Americans Act (OAA), every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system. In Illinois, the Ombudsman Program is led by the State Ombudsman who is housed within the Illinois Department on Aging. There are seventeen Regional Ombudsman Programs across the state where paid staff and volunteer ombudsmen carry out the program at the local level.

## WHAT DOES THE OMBUDSMAN PROGRAM DO?

The Ombudsman Program advocates for residents of nursing homes and other types of long-term care facilities\*. Ombudsmen work to resolve problems individual residents face and as well as influence policy at the local, state, and national levels to improve quality of care.

### Ombudsman program responsibilities include:

- Educating residents, their family and facility staff about residents' rights, good care practices, and similar long-term services and supports resources,
- Ensuring residents have regular and timely access to ombudsman services,
- Providing technical support for the development of resident and family councils,
- Advocating for changes to improve residents' quality of life and care,
- Providing information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues,
- Representing resident interests before governmental agencies; and
- Seeking legal, administrative, and other remedies to protect residents.

### Ombudsman programs **DO NOT**:

- Conduct licensing and regulatory inspections or investigations,
- Perform Adult Protective Services (APS) investigations; or
- Provide direct care for residents.

## RESIDENTS' RIGHTS

- Right to be informed about and exercise your rights.
- Right to freedom from chemical and physical restraints.
- Right to know about services and financial charges.
- Right to participate in planning your care and treatment.
- Right to refuse treatment.
- Right to confidentiality of records.
- Right to privacy.
- Right to control your finances.
- Right to freedom from abuse, neglect and exploitation.
- Right to express grievances without fear of retaliation.
- Rights pertaining to transfers/discharges, including the right to appeal.
- Right to communicate freely with persons of your choice.
- Right to purchase and install audio and/or video devices with consent of his/her roommate and after notifying the facility.



State of Illinois  
Illinois Department on Aging

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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