You have a voice!

Ombudsman…Resident Advocate

Call 1-800-252-8966 to learn more

Illinois Long-Term Care Ombudsman Program
Protecting, Advocating and Promoting the Rights of Residents in Long-Term Care Facilities

Long-Term Care Ombudsman services available under the Older Americans Act are provided at no charge; however, contributions are gratefully accepted and will help to make services available to more seniors.

For more details, link to the Ombudsman contact list at www.state.il.us/aging under “Directory of Agencies Serving Seniors.”

You have a voice!

Governor, State of Illinois
Charles D. Johnson
Director, Illinois Department on Aging

Illinois Department on Aging
Senior HelpLine: 1-800-252-8966
1-888-206-1327 (TTY)

Area 1: 1-800-369-0895
Area 2: 1-800-942-9412 (DuPage)
847-741-0404 (Kane, Kendall, McHenry)
1-888-401-8200 (Lake)
1-800-892-1412 (Grundy, Kankakee, Will)

Area 3: 1-800-798-0988
Area 4: 309-637-3905
Area 5: 1-800-888-4456
Area 6: 1-800-252-9027
Area 7: 1-800-842-8538
Area 8: 1-800-644-1221
Area 9: 1-800-282-4070
Area 10: 1-888-715-6260
Area 11: 1-800-642-7773
Area 12: 312-744-5957
Area 13: 847-866-2963
(city of Evanston)
1-888-401-8200
(all except Evanston)
The **Illinois Long-Term Care Ombudsman Program** strives to protect and promote the rights and quality of life for those who reside in long-term care facilities.

**What is an Ombudsman?**

Ombudsman is a Swedish word meaning citizen’s representative. A Long-Term Care Ombudsman is an advocate who seeks to resolve complaints on behalf of people who receive long-term care services.

**What does an Ombudsman do?**

- Receives, investigates and works to resolve complaints made by or on behalf of residents in long-term care facilities.
- Seeks a regular presence in all long-term care facilities.
- Assures that the interests of residents are represented to policymakers and governmental agencies.
- Provides educational programs to the community and conducts in-service training to facility staff.
- Assists in developing family councils in long-term care facilities.

**Anyone can contact an Ombudsman...**

- Current or potential residents of long-term care facilities;
- Relatives and friends of long-term care residents;
- Long-term care employees and administrators;
- Representatives of agencies and professional groups;
- Members of community groups or citizens interested in improving long-term care;
- **Anyone!**

Residents of long-term care facilities have numerous rights under federal and state law. Some of these rights, in abbreviated form, are listed below:

- Right to be informed about and exercise your rights.
- 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 freedom from chemical and physical restraints.
- Right to express grievances with out fear of retaliation.
- Rights pertaining to admissions, transfers and discharges, including the right to appeal.
- Right to communicate freely with persons of your choice.

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**Ombudsman services are confidential and free; however, contributions are gratefully accepted.**

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**Caring**

**Advocate Mediator**