

# Representative District 2

## + 12 Board & Care Beds \*\*

### Representative Acevedo,

The Illinois Long Term Care Ombudsman Program is required by State and Federal Law to protect and promote the rights, quality of life, and quality of care for individuals living in long-term care facilities.

We fulfill our mandate by:

- + Advocating for person-centered care.
- + Investigating and resolving complaints to the satisfaction of residents.
- + Informing residents and family members of their rights.
- + Regularly visiting nursing homes, assisted living and shared housing establishments, supportive living facilities, and intermediate care facilities for the developmentally disabled.
- + Providing information on resident concerns to facility staff, family members and the community.

**To learn more about how you can represent the interests of up to 12 constituents living in long term care settings, contact:**

**BERNARD COBBINS**

Regional Ombudsman  
Chicago Department of  
Family & Support Services  
(312) 746-7490

or

The Illinois Department on Aging  
Senior Helpline  
1-800-252-8966



\*\* Board and care beds are located in licensed intermediate care facilities for the developmentally disabled, shelter care units, assisted living and shared housing establishments, and supportive living facilities.

***Ombudsman...Resident Advocate***