Protecting, Advocating and Promoting Residents’ Rights

You have a voice!

Illinois Department on Aging
421 E. Capitol Ave., #100
Springfield, IL 62701
FAX: 1-217-785-4477
www.state.il.us/aging/

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities 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 (Voice and TTY).

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Illinois Department on Aging
Governor Rod R. Blagojevich
Director Charles D. Johnson

Long Term Care Ombudsman Areas:

Illinois Department on Aging’s Senior HelpLine: 1-800-252-8966 (Voice and TTY)

Area 1: 1-800-369-0895
Area 2a: 1-800-942-9412
Area 2b: 1-847-741-0404
Area 2c: 1-800-942-3930
Area 2d: 1-800-892-1412
Area 3: 1-800-798-0988
Area 4: 1-309-637-3905
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: 1-800-283-4070
Area 10: 1-888-715-6260
Area 11: 1-800-642-7773
Area 12: 1-312-744-5957
Area 13: City of Evanston: 1-847-866-2963
All except Evanston: 1-888-401-8200

For more details, link to the Long Term Care Ombudsman Program contact list at www.state.il.us/aging/1directory/ombudsmen.pdf.
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 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 information, assistance and community and facility staff in-services and educational programs.
- 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!

Ombudsman services are confidential and free.

Striving for excellence in long term care

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 without fear of retaliation.
- Rights pertaining to admissions, transfers and discharges, including the right to appeal.
- Right to communicate freely with persons of your choice.