

The Rewards

- Bring joy and happiness to someone.
- Advocate for the rights of older adults.
- Hours are flexible — nursing homes and residential care facilities are open 24-hours-a-day!
- Bring compassion and common sense — we provide the training, ongoing support and supervision.

You provide the caring, watchful eye.

Please complete the following information and send to:

Illinois Long-Term Care Ombudsman Program

Illinois Department on Aging
421 E. Capitol Avenue, #100
Springfield, Illinois 62701-1789
FAX: 1-217-524-9644

- Yes, I'm interested in volunteer opportunities
- Send me full details and an application today
- Call me at () . The best time to call me is

Please print. Thank you.

Name: _____

Address: _____

City: _____ State: ____ Zip: _____

County: _____ E-mail: _____

The Illinois Long-Term Care Ombudsman Program supports the Pioneer Culture Change Practices and quality of life for residents. For more information, contact the **Senior HelpLine: 1-800-252-8966**, 1-888-206-1327 (TTY).

The name and number of your local Long-Term Care Ombudsman is available at www.state.il.us/aging under "Directory of Agencies Serving Seniors."

Illinois Department on Aging, 421 East Capitol Avenue, #100, Springfield, Illinois 62701-1789
Senior HelpLine: 1-800-252-8966, 1-888-206-1327 (TTY) • www.state.il.us/aging

Download this brochure at www.state.il.us/aging in the "News and Publications" section.

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 discriminate against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

IOCI 0031-10 (Rev. 8/09 - 3M, 11/05)

Printed by Authority State of Illinois IL-402-1114



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

Become a Volunteer LTC Ombudsman

**Visit residents in nursing homes
and other long-term care facilities**

Illinois Long-Term Care Ombudsman Program



Ombudsman...Resident Advocate

Call 1-800-252-8966 to learn more

**Protecting, Advocating and Promoting the Rights
of Residents in Long-term Care Facilities**



Who We Are

What is a volunteer Ombudsman representative?

“Ombudsman” (pronounced om-budz-man) is a Swedish word meaning citizen’s representative. In Illinois, volunteers represent the Illinois Long-Term Care Ombudsman Program when they visit residents in long-term care facilities. Volunteers are the eyes and ears of the Ombudsman Program, and they are truly the heart of the program.

What does a volunteer Ombudsman do?

- Visits residents on a regular basis;
- Listens to residents’ concerns and problems while having a friendly visit; and
- Reports to an Ombudsman Supervisor who will guide and direct volunteers while they respond to the needs of residents.

What training does a volunteer receive?

All volunteers receive initial and ongoing training from experts in various areas of elder rights, laws and advocacy.

What We Do

What do I do when I visit a resident?

When initial training is completed, an Ombudsman staff member provides the new volunteer four hours of mentoring, or more if needed, and accompanies the volunteer on the first visit to the long-term care facility. The volunteer is given a guided tour of the facility and is introduced to the facility staff. This gives the volunteer an opportunity to become familiar with the facility and to ask the staff questions. After the first visit, the volunteer visits residents regularly to build a bond with them and to show that you are ready to advocate for their rights.

What is the commitment, and how often do I visit?

We ask for a one or two year commitment. This enables the volunteer and resident to get to know each other, and the volunteer gains valuable experience as an Ombudsman. Volunteers will usually visit residents in one or two facilities near their home on a regular basis, about once every one or two weeks.

What experience and skills are needed?

The most important requirements are compassion, respect for older adults, and common sense. We provide the training needed to enable volunteers to help residents know their rights.

Bill of Rights for Long-term Care Residents

1. Entitled to voice grievances without fear of reprisal.
2. Entitled to the assurance that they can exercise their rights as a resident and as a citizen.
3. Entitled to be free from mental and physical abuse, and free from chemical and physical restraints.
4. Entitled to be discharged or transferred only for medical reasons, their own welfare, nonpayment, or facility closure.
5. Entitled to associate and communicate privately with persons of their choice.
6. Entitled to participate in social, religious and community activities.
7. Entitled access to their personal and medical records, to be informed about their medical condition, to participate in planning their care and treatment.
8. Entitled to manage their personal financial affairs.
9. Entitled the option of keeping and using personal belongings as space permits.
10. Entitled to share a room with one’s spouse.