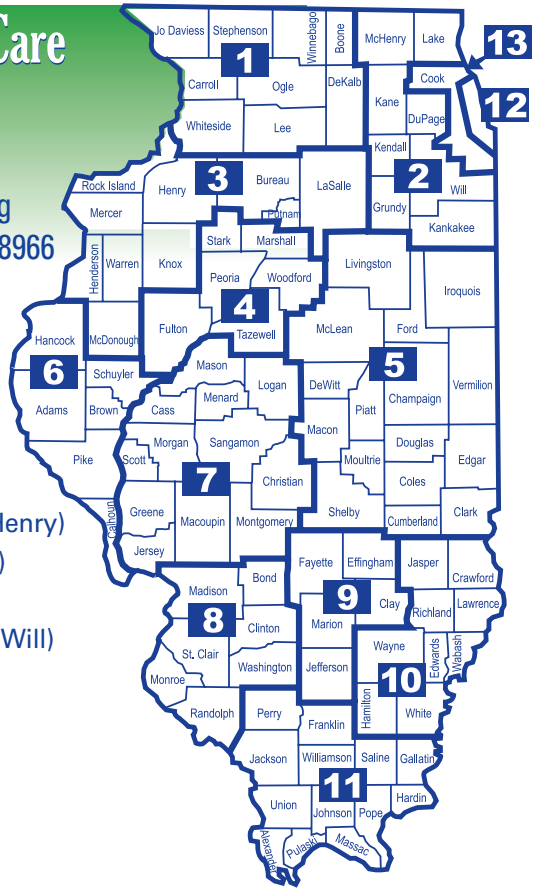
Illinois Long-Term Care Ombudsman Areas

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: 1-800-283-4070
Area 10: 1-888-715-6260
Area 11: 1-800-642-7773
Area 12: 312-744-4016
Area 13: 847-448-8173
(city of Evanston)
1-888-401-8200
(all except Evanston)



For more details, link to the Ombudsman contact list at **www.illinois.gov/aging** under "Protection and Advocacy."

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.

State of Illinois, Department on Aging, One Natural Resources Way, # 100, Springfield, Illinois 62702-1271
Senior HelpLine: 1-800-252-8966, 1-888-206-1327 (TTY) • www.illinois.gov/aging

Download this brochure at www.illinois.gov/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 discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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State of Illinois
Illinois Department on Aging

You have rights!

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

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.

Illinois Long-Term Care
OMBUDSMAN PROGRAM

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

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 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 admissions, transfers and discharges, including the right to appeal.
- Right to communicate freely with persons of your choice.

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