

Please complete the following information and send to:

Illinois Long-Term Care Ombudsman Program

Illinois Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271
FAX: 1-217-524-2049

or contact your Regional Ombudsman Program at:

- 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.

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.illinois.gov/aging/ProtectionAdvocacy/LTCOmbudsman/Pages/default.aspx

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Download this brochure at www.illinois.gov/aging in the "News and Publications" section.

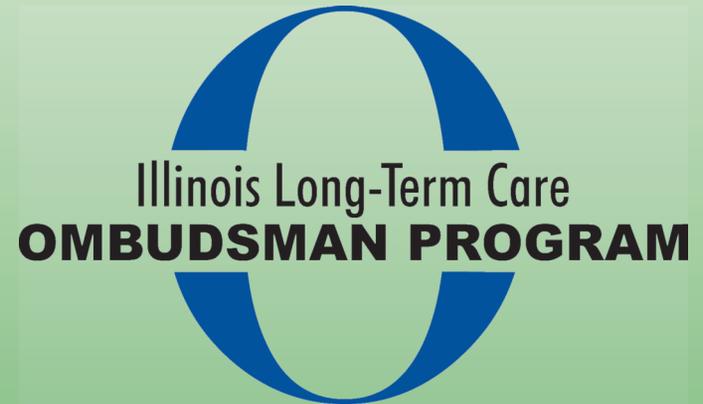
The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminate against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).



State of Illinois
Illinois Department on Aging

Become a Volunteer LTC Ombudsman

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



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?

“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
- Reports to an Ombudsman Supervisor who will guide and direct volunteers while they respond to 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.

When classroom training is completed, an experienced Ombudsman will take the potential volunteer for at least 4 hours of mentoring in long-term care facilities. During the mentoring visits the potential volunteer will learn the role of the Ombudsman and facility staff members. During the certification process, potential volunteers will need to be fingerprinted and disclose any potential conflicts of interest. If the potential volunteer meets the criteria, the Regional Ombudsman will submit a recommendation to the Office of the State Long-Term Care Ombudsman for certification.

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

We ask for a one or two year commitment. 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 the rights of individuals living in long-term care settings, excellent communication skills, 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.