For more details, link to the Ombudsman contact list at [www.illinois.gov/aging](http://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.
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 resident councils and family councils in long-term care facilities.

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

### 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.
- Right to purchase and install audio and/or video devices with consent of his/her roommate and after notifying the facility.