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).

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.”

Become a Volunteer
LTC Ombudsman
Visit residents in nursing homes and other long-term care facilities

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
One Natural Resources Way, #100
Springfield, Illinois 62702-1271
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: __________________________

Call 1-800-252-8966 to learn more
Illinois Long-Term Care Ombudsman Program
Ombudsman...Resident Advocate
Protecting, Advocating and Promoting the Rights of Residents in Long-term Care Facilities

State of Illinois
Illinois Department on Aging
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.