



Illinois Long-Term Care Ombudsman Program

A Long-Term Care Ombudsman helps residents in senior living communities licensed to provide assisted living and skilled nursing care. They provide a way for residents to resolve their complaints by understanding an individual's perspective.

Illinois' Long-Term Care Ombudsman Program makes every reasonable effort to assist, empower, represent and intervene on behalf of the resident. Effective January 1, 2024, this program is designed to protect and improve the quality of life for residents in long-term care settings.

All services are confidential and at no charge. Ombudsmen only disclose information with the explicit permission of the resident or that person's Power of Attorney.

Trained Long-Term Care Ombudsmen regularly visit long-term care communities to monitor conditions and residents' care, as well as to provide a voice for residents who cannot speak for themselves. They collaborate with residents to protect and honor their rights by

- Advocating to improve the quality of care and quality of life for residents of long-term care facilities in Illinois
- Empowering seniors and adults with disabilities to advocate for themselves
- Educating residents about their rights, long-term care options, support and services available in nursing home facilities and in the community
- Investigating complaints and concerns and working to resolve complaints to the satisfaction of residents

To contact the Illinois Department of Aging regarding the new Ombudsman Program, call 1-800-252-8966 and press 1 or call 711 (TRS). For more accessible assistance, 1-888-206-1327 (TTY).

Click here to learn more about Illinois' new Ombudsman Program <https://ilaging.illinois.gov/programs/lcombudsman.html>

Click here to learn about Illinois Public Act 103-0199 effective January 1, 2024 <https://ilga.gov/legislation/publicacts/fulltext.asp?Name=103-0119>